

## FOREWORD

Today, more than financial challenges, leading businesses face environmental and social risks. The society at large is facing extreme conditions such as pandemic, unpredictable climate and unprecedented volatility. The global risk report by the World Economic Forum (WEF) 2022 identifies the top five risks by likelihood and impact as social and environmental in nature. A fragmented recovery from the crisis created by the COVID-19 pandemic risks widening the global divides at a time when countries urgently need to collaborate to combat Climate Change. Under these circumstances, environmental, social and governance (ESG) initiatives by the business world could become key to resiliency and long-term value.

Benefits of sustainability are long standing and much needed to mitigate the man-made environmental damage. In being part of the solution rather than the problem, companies could chart a new era of shared value and trust driven governance that will create inclusive wealth for all stakeholders. Companies, at large, need to focus not just on integrating ESG strategy into their value story but also on communicating this strategy and vision to its stakeholders.

We strongly believe company's performance on environmental and social aspects is as vital as financial and operational performance. At Havells, Social and Environmental responsibility has always been at the forefront of our operating philosophy. Our Social initiatives started way before CSR was mandated by the Government under the Companies Act, 2013. We published our first Sustainability Report in 2012 in accordance with the GRI standards covering the ESG aspects, and over the years, have further strengthened the monitoring and reporting aspects.

In line with our philosophy of staying ahead of the curve, we have unanimously adopted BRSR in FY2022 itself, though the adoption becomes mandatory from FY2023. In continuation of this trend, in the forthcoming years, we will be reporting not just on the essential indicators but also on the voluntary leadership indicators.

Building on transparent and meaningful dialogue with our stakeholders, we present our 1<sup>st</sup> BRSR for FY 2021-22.

Regards,

**Ameet Gupta**

Whole Time Director

## SECTION A: GENERAL DISCLOSURES

### I. Details of The Listed Entity

1. **Corporate Identity Number (CIN) of the Listed Entity** - L31900DL1983PLC016304
2. **Name of the Listed Entity** - Havells India Limited
3. **Year of incorporation** - 1983
4. **Registered office address** - 904, 9<sup>th</sup> Floor, Surya Kiran Building, KG Marg, Connaught Place, New Delhi – 110001
5. **Corporate address** - QRG Towers, 2D, Sector – 126, Expressway, Noida – 201304
6. **E-mail** – sustainability@havells.com
7. **Telephone** - 0120-3331000
8. **Website** - www.havells.com
9. **Financial year for which reporting is being done** - FY 2021-22
10. **Name of the Stock Exchange(s) where shares are listed** - (a) The National Stock Exchange of India Limited (b) BSE Ltd.
11. **Paid-up Capital** - ₹ 62,63,03,067 as of 31<sup>st</sup> March 2022
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report –**  
Shri. Nitin Singh –  
Telephone No: 0120-3331000  
e-mail id: Nitin.Singh@havells.com
13. **Reporting boundary** - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together) –  
The disclosures are standalone basis

### II. Products/services

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

Sr. No.	Description of main activity	Description of business activity	% of turnover of the entity
1	Switchgear	Switches, Domestic Switchgears, Industrial Switchgears, Capacitors, Automation and Control	12.9%
2	Cables	Power Cable and Flexible Cables	33.4%
3	Lighting and Fixtures	Professional Luminaires and Consumer Luminaires	9.9%
4	Electrical Consumer Durables	Fans, Small domestic appliances and Water Heaters	22.1%
5	Lloyd Consumer	Air Conditioners, Refrigerator, Washing Machine Televisions, and other domestic appliances	16.3%
6	Others	Motors, Solar, Pump, water purifiers and Personal Grooming Products	5.5%

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

Sr. No.	Product/Service	NIC Code	% of total turnover contributed
1.	Cables	2732	33.4%
2.	Switchgears	2710	12.9%
3.	Electronic Consumer Durable	2750	22.1%
4.	Lighting and Fixtures	2740	9.9%
5.	Lloyd Consumer	2750, 2640	16.3%

### 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	14	35	49
International	0	3	3

#### 17. Markets served by the entity:

##### a. Number of locations

Location	Number
National (No. of States)	Pan India
International (No. of Countries)	We serve 60 plus countries, please refer to Integrated Annual Report pg 09 for details

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

Exports contribute approximately 3.64% of total turnover.

##### c. A brief on types of customers

Havells India Limited is a leading Fast Moving Electrical Goods (FMEG) Company and a major power distribution equipment manufacturer with a strong global presence. Havells enjoys enviable market dominance across a wide spectrum of products, including Industrial and Domestic. The company pioneered the concept of exclusive brand showroom in the electrical industry with 'Havells Galaxy'. Today over 600 plus Havells Galaxies across the country are helping customers, both domestic and commercial, to choose from a wide variety of products for different applications.

### IV. Employees

#### 18. Details as at the end of financial year:

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

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	5,355 <sup>1</sup>	5,133	95.9%	222	4.1%
2.	Other than permanent (E)	5,182	4,744	91.5%	438	8.5%
3.	Total employees (D + E)	10,537	9,877	93.7%	660	6.3%
<b>WORKERS</b>						
4.	Permanent (F)	442	418	94.6%	24	5.4%
5.	Other than permanent (G)	13,946	13,422	96.2%	524	3.8%
6.	Total workers (F + G)	14,388	13,840	96.2%	548	3.8%

<sup>1</sup> The figures do not include permanent employees (5,355), four directors and 169 apprentices.

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

We have 2 differently abled male employees accounting for 0.04% of employee strength and 1 differently abled male in contractual workforce.

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

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	14	1	7%
Key Management Personnel* *Excluding BOD	1	0	0

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

We have deployed structured employee engagement policies with respect to skill development training, job rotation, paternity leave, and insurance benefits. The job rotation programme has led to cross-functional movement at Havells to allow individuals to undertake larger roles through Internal Job Postings. All of this has helped us manage our attrition rates in the era of 'Great Resignation' post COVID-19.

Please find the trend for last 3 years below

Particulars	FY 2022			FY 2021			FY 2019		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	15.7%	0.9%	16.7%	9.4%	0.6%	10.1%	24.7%	1.2%	25.8%
Permanent Workers	4.0%	0.2%	4.1%	6.0%	0.3%	6.3%	5.1%	0.3%	5.5%

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

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

No material subsidiaries are present.

### VI. CSR Details

#### 22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No): Yes

(ii) Turnover (in ₹): 13,889 Crore

(iii) Net worth (in ₹): 5,989 Crore

### 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:

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No)  (If yes, then provide web-link for grievance redress policy)	FY2022			FY 2021		
		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	-	-		-	-	
Investors (other than shareholders)	Yes	-	-		-	-	
Shareholders	Yes	2	0	Source: Stakeholder Relationship Committee			
Employees and workers	Yes	10	0	Concerns and suggestions received through various formal and informal modes			
Customers	Yes	6,741	0	Concerns and suggestions received on social media, Consumer email id and central feedback number	4,582	0	Concerns and suggestions received on social media, Consumer email id and central feedback number
Value Chain Partners	Yes	4	0		-	-	
Other (please specify)	-						

Havells has established a structured grievance redressal mechanism. We are committed to encouraging openness, promoting transparency and reporting improvements without fear of rebuttal. The organisation is committed to creating a culture that encourages high standards of ethics and upholds decent and safe working conditions for the entire workforces.

Further, we have a consequence management grid and committee in place, where based on the severity of the issues, specific actions are taken to address the concerns on a timely basis. We also collect feedback to ensure the concern is resolved in a satisfactory manner for all stakeholders involved. We also have a process of reporting whistle blower complaints to the Board on an annual basis and to our external auditors on a quarterly basis.

## 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

Please refer to the Materiality Section and Risk Management Section in Integrated Annual Report.

## 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																																																																																					
<b>Policy and management processes</b>																																																																																														
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	NA	Y	Y																																																																																					
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	NA	Y	Y																																																																																					
c. Web Link of the Policies, if available	https://havells.com/en/discover-havells/investor-relation/codes-and-policies.html																																																																																													
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	NA	Y	Y																																																																																					
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	NA	Y	Y																																																																																					
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Organisation wide the below ISO certification has been taken up <ul style="list-style-type: none"> <li>• ISO 9001, ISO 14001, ISO 50001, ISO 45001, ISO 27001</li> <li>• We are BIS compliant</li> <li>• Most of our major products are BEE Energy Star rated</li> </ul>																																																																																													
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Please refer to the Chairman Message and capital-wise sections in the IAR for our management approach and commitments																																																																																													
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NIL																																																																																													
<b>Governance, leadership and oversight</b>																																																																																														
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)	Please refer to the Chairman Statement in the Integrated Annual Report, page 10																																																																																													
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Shri. Ameet Gupta																																																																																													
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.	Shri. Ameet Gupta																																																																																													
10. Details of Review of NGRBCs by the Company:	<table border="1"> <thead> <tr> <th rowspan="2">Subject for review</th> <th colspan="9">Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee</th> <th colspan="9">Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)</th> </tr> <tr> <th>P 1</th> <th>P 2</th> <th>P 3</th> <th>P 4</th> <th>P 5</th> <th>P 6</th> <th>P 7</th> <th>P 8</th> <th>P 9</th> <th>P 1</th> <th>P 2</th> <th>P 3</th> <th>P 4</th> <th>P 5</th> <th>P 6</th> <th>P 7</th> <th>P 8</th> <th>P 9</th> </tr> </thead> <tbody> <tr> <td>Performance against above policies and follow up action</td> <td>Y</td> <td>Y</td> <td>Y</td> <td>Y</td> <td>Y</td> <td>Y</td> <td>Y</td> <td>Y</td> <td>Y</td> <td colspan="9">On a periodic basis the ESG performance of the company is reported to the executive committee of Board and follow up actions are discussed and reviewed</td> </tr> <tr> <td>Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances</td> <td>Y</td> <td>Y</td> <td>Y</td> <td>Y</td> <td>Y</td> <td>Y</td> <td>Y</td> <td>Y</td> <td>Y</td> <td colspan="9">Compliance report across all statutory requirements is submitted to the Directors on monthly basis and to the Audit committee on a quarterly basis. In addition, Control Manager tool is used to track and enforce 100% compliance</td> </tr> </tbody> </table>																			Subject for review	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)									P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	On a periodic basis the ESG performance of the company is reported to the executive committee of Board and follow up actions are discussed and reviewed									Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	Compliance report across all statutory requirements is submitted to the Directors on monthly basis and to the Audit committee on a quarterly basis. In addition, Control Manager tool is used to track and enforce 100% compliance								
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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.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	Y	Y	Y	Y	Y	Y	NA	Y	Y																																																																												

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

## SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

### PRINCIPLE 1

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

#### 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	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	5	Familiarisation programmes are carried out by way of exhaustive presentations on various topics/ areas such as legal function of the Company, interactions with institutional investors, and non-trade and export businesses	100 %
Key Managerial Personnel	5		100%
Employees other than BoD and KMPs		All employees undergo training programmes on a regular basis in the areas of skill upgradation, process orientation, soft skill development and safety. These trainings are imparted through online and classroom modes as well as on-the-job. Please refer to the Human Capital section of the Integrated Annual Report for more details.	100%
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):

No material fines were paid in FY2022.

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

Not applicable

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

Havells is committed to complying with all laws and regulations which govern our operations in every location in which we operate. We have a defined Anti-corruption and Anti-bribery Policy which explains our responsibility to comply with anti-bribery and anti-corruption laws (as applicable). Havells has a zero-tolerance attitude towards corruption and bribery. Havells is committed to doing business ethically and expects its employees to follow ethical business practices.

Further, we provide regular communication mailers on adherence to Code of Conduct, Anti-corruption, Anti-bribery and gift policies.

Please find the anti-corruption policy at - <https://havells.com/en/discover-havells/investor-relation/codes-and-policies.html>



- Number of Directors/ KMPs/ employees/ workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:  
No disciplinary action was taken against any Directors/KMPs/employees/workers by any law enforcement agency for charges of bribery/corruption.
- Details of complaints with regard to conflict of interest:  
No complaints received in relation to issues of Conflict of Interest of the Directors in either FY 2022 or FY 2021.
- 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.  
There were no cases of corruptions or conflicts of interest which required action by regulators/ law enforcement agencies/ judicial institutions.

## 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.

Havells is pioneering innovation among FMEGs in India with its well established R&D capabilities. In line with the aspiration of becoming a global player in electrical and electronic products, we are investing significantly in R&D, both in people competence and associated infrastructure. Havells India has a focused approach with respect to usage of clean tech in process and product stewardship in design phase. Key focus areas of our R&D are energy efficiency, quality, durability and usage of sustainable material in our products. In FY2022, approximately 32% of our R&D expenditure was invested in improving the environmental and social impacts of our products and processes. This is in addition to the capex investment to improve our technology and build capacity for innovation.

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

If yes, what percentage of inputs were sourced sustainably?

Havells India has established an exhaustive process to inculcate and encourage sustainable practices in our supply chain and our suppliers. This includes adherence to the Vendor Code of Conduct as well as contractual obligation towards ESG guidelines. All our new suppliers are screened on ESG parameters such as environment, health and safety, decent working conditions, compliance to regulatory norms and waste. We have also established ESG audit systems for our critical vendors. Among our existing vendors in the financial year, 56 new vendors were screened based on a framework of 19 parameters, covering aspects of quality, financial and ESG. Out of this, only 35 met Havells' rigorous threshold and were onboarded.

80% of our sourcing was through sustainable sourcing in FY 2022.

- 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.

As a part of the e-waste recycling and plastic waste management collection programme, Havells has partnered with government authorised recyclers. We have a detailed MOU signed for both e-waste and plastic waste management with the identified treatment value-chain player. Havells provides e-waste drop-off centres and ensures environmentally safe management of electronics that have reached their end-of-life or otherwise and defective spare parts. All the necessary and legal authorisations required for the processing facilities have been taken and approved by concerned governmental agencies. The recycling and disposal of e-waste help us to ensure the protection of the environment from hazardous consequences.

We urge our channel partners/consumers/bulk consumers to contribute towards the preservation of environment by the simple action of properly disposing of their old consumer durable products, its accessories or defective spares.

We have implemented multiple avenues for customer to reach us for end-of-life disposal such as a dedicated customer care number (1800 1020 666) or website visit or mail at [ewaste@havells.com](mailto:ewaste@havells.com). After receipt of end-of-life products at our collection centre, we channelise it to e-waste recyclers authorised by Central Pollution Control Board / State Pollution Control Board for further processing.

In FY2022, we reclaimed 868 MT of e-waste where as our target was 661 MT, consequently treating 31% more e-waste through authorised channels than mandated. Through plastic waste management, till date, we have reclaimed more than 3,000 MT of plastic packaging waste.

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

Yes. We have submitted Extended Producer Responsibility (EPR) plan as per government norms and the same is available in the public domain.

## PRINCIPLE 3

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

### Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent employees</b>											
Male	5,133	4,844	94.4%	5,133	100%	-	-	5,133	100%	5,133	100%
Female	222	199	89.6%	222	100%	222	100%	-	-	222	100%
<b>Total</b>	<b>5,355</b>	<b>5,043</b>	<b>94.2%</b>	<b>5,355</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>5,355</b>	<b>100%</b>
<b>Other than permanent employees</b>											
Male	4,744	980	21%	4,744	100%	-	-	-	-	-	-
Female	438	43	10%	438	100%	64	14.6%	-	-	-	-
<b>Total</b>	<b>5,182</b>	<b>1,023</b>	<b>20%</b>	<b>5,182</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent workers</b>											
Male	418	50	12%	-	-	-	-	-	-	418	100%
Female	24	1	4%	-	-	24	100%	-	-	24	100%
<b>Total</b>	<b>442</b>	<b>51</b>	<b>11.5%</b>	<b>-</b>	<b>-</b>	<b>24</b>	<b>5.4%</b>	<b>-</b>	<b>-</b>	<b>442</b>	<b>100%</b>
<b>Other than Permanent workers</b>											
Male	13,422	-	-	-	-	-	-	-	-	-	-
Female	524	-	-	-	-	524	100%	-	-	524	100%
<b>Total</b>	<b>13,946</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>3.8%</b>	<b>-</b>	<b>-</b>	<b>524</b>	<b>3.8%</b>

2. Details of retirement benefits, for current FY and previous financial year

Benefits	FY 2022			FY 2021		
	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 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.)
PF	100%	8%	Y	100%	8%	Y
Gratuity	100%	8%	N	100%	8%	N
ESI	2%	6%	Y	3%	7%	Y
Others – please Specify- NPS	5%	-	N	3%	-	N
LTRI	3.23%	-	N	4.0%	-	N
ESOP 2014	1.66%	-	Y	1.9%	-	Y
ESOP 2016	0.40%	-	N	0.15%	-	N

**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 premises and offices of Havells are designed keeping in mind accessibility of differently abled employees. Ramps for easy movement and separate washrooms designed for differently abled people have been created in offices to improve usability and access.

**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.**

Havells is committed to ensuring that existing employees, job applicants and workers are treated fairly in an environment which is free from any form of discrimination. Havells India has established a policy to ensure non-discrimination on the basis of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (includes colour, nationality and ethnic origins), religion and or belief, sexual orientation, handicapped and on the basis of any illness. We are an equal opportunity workplace with gender neutral compensation policies and norms. Our diversity and equal opportunity policy can be assessed at <https://havells.com/en/discover-havells/investor-relation/codes-and-policies.html>

**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
<b>Male</b>	100%	93%	The paternity leave at present does not cover the 418 male workers	
<b>Female</b>	100%	87.5%	None of the 24 female workers availed maternity benefit	
<b>Total</b>	-	-	-	-

We strongly believe in instilling work-life balance. In FY 2022, 91 male employees and 19 female employees availed paternity leave and maternity leave, respectively. Among the 19 female employees, 8 were eligible to return to work in FY2022 and all 8 resumed office. 1 female subsequently left the organisation. Hence, the retention rate is 87.5%.

**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 (details of the mechanism in brief)
Permanent Workers	Yes, we have an established system of grievances redressal mechanism in place.
Other than Permanent Workers	A grievance redressal policy has been established and published on our website to encourage openness, promote transparency and to encourage improvements without fear of rebuttal.
Permanent Employees	We have multiple lines of communication open for employees and workers to discuss their concerns. A suggestion box / drop box without camera surveillance is available at all locations, alternately email can also be sent at dedicated email id established for this purpose.
Other than Permanent Employees	The policy applies to all directors, employees, partners, customers, vendors, contractors, contractors' employees, clients, internal or external auditors or other third parties or anybody engaged through any other service mode with Havells India Limited, across all divisions and locations in India and overseas.  Any of the above-mentioned individuals or entities could make a protected disclosure. In case the complaint received is of the nature and kind for which a separate redressal committee/ forum is available, the same would be dealt with in terms of the concerned committee/ forum, as the case may be

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

The company does not have any trade unions. However, we recognise the right to freedom of association and collective bargaining.

**8. Details of training given to employees and workers**

Category	FY 2022					FY 2021				
	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)
<b>Employees</b>										
Male	5,133	1,843	35.9%	3,020	58.9%	4,823	-	-	-	-
Female	222	160	72.1%	244	109.9%	210	-	-	-	-
<b>Total</b>	<b>5,355</b>	<b>2,003</b>	<b>37.4%</b>	<b>3,264</b>	<b>61.0%</b>	<b>5,033</b>	-	-	-	-
<b>Workers</b>										
Male	418	418	100%	-	-	436	436	100%	-	-
Female	24	24	100%	-	-	25	25	100%	-	-
<b>Total</b>	<b>442</b>	<b>442</b>	<b>100%</b>	-	-	<b>461</b>	<b>461</b>	<b>100%</b>	-	-

Note: The above information does not represent unique number of training attendees. For more details on our training programs and human capital development initiative, please refer to Human capital section in IAR page 36.

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

Category	FY 2022			FY 2021		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	5,133	4,428	86.3%	4,823	4,500	93.3%
Female	222	191	86.0%	210	200	95.2%
<b>Total</b>	<b>5,355</b>	<b>4,619</b>	<b>86.3%</b>	<b>5,033</b>	<b>4,700</b>	<b>93.4%</b>
<b>Workers</b>						
Male	418	418	100%	436	436	100%
Female	24	24	100%	25	25	100%
<b>Total</b>	<b>442</b>	<b>442</b>	<b>100%</b>	<b>461</b>	<b>461</b>	<b>100%</b>

**10. Health and safety management system:**

- Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system? Yes
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? Please refer to Integrated Annual Report section for detailed description
- Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N) Yes
- Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Y/N) Yes  
  
We conduct annual health Check-up of workers. To promote health and wellbeing of our workers and employees, we provide access to various wellness workshops in addition to annual medical check-up which is rolled out across locations.  
  
Please refer to our health and safety section in the Integrated Annual Report for more details on the above disclosure.

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

Safety Incident/Number	Category	FY 2022 Current Financial Year	FY 2021 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.328	0
	Workers	0.219	0.245
Total recordable work-related injuries	Employees	1	0
	Workers	7	6
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

Occupational health and safety is a priority for us and everyone at Havells is responsible for it. As a responsible employer, we have set up state-of-the-art safety systems across the organisation. We are an ISO 45001 certified company and have organisation-wide Health and safety policies and procedures in place. During the year, we celebrated zero fatalities.

**12. Describe the measures taken by the entity to ensure a safe and healthy work place.**

Yes. We have numerous measures in place to establish a safe workplace and culture. please refer to our Integrated Annual Report page 37 for more details.

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

Benefits	FY 2022			FY 2021		
	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 Health and Safety	Please refer to Grievance Mechanism details mentioned in Annexure A of BRSR					

**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% of the plants were assessed by company and 3 <sup>rd</sup> party Internal auditors
Working Conditions	100% of the plants were assessed by company and 3 <sup>rd</sup> party Internal auditors

**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 and safety practices and working conditions.**

- We have Safety Command Centres at every plant to monitor and enhance awareness on safety culture.
- Site heads and plant heads conduct monthly safety reviews for which updated templates for reviews and “one point lesson” for accident investigation have been introduced. In addition, revised PPE matrix and training modules are deployed. To strengthen safety culture, safety challans and surprise checks are done.
- To raise safety awareness and reinforce that safety is everyone’s responsibility, we put placards, posters and signboards at strategic places.

**PRINCIPLE 4**

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

**Essential Indicators**

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

We have based our stakeholder identification process on the fundamentals of inclusivity, materiality, and responsiveness. Our stakeholder groups are those which are directly or indirectly impacted by the Havells or can impact our value creation in the short medium or long term. We believe in building mutual trust-based relationship with our stakeholders and understanding their priorities in creating shared value.

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

Please refer to Integrated Annual Report page 24 for Stakeholder Engagement

**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**

Havells is committed to developing an organisational culture which supports internationally recognised human rights and seeks to avoid human rights abuses. We support the fundamental principles of UN Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights and the ILO Core Conventions on Labour Standards. Havells India Limited has established a Code of Conduct and Human Rights policy to uphold human rights and right to decent working conditions. Awareness session on the same is conducted on regular basis such as during induction training, annual declaration to COC and other discussion platform. In addition, special classroom training on human rights is imparted to all security staff to ensure adherence to human rights even in high pressure situations. The training and policy is applicable to third party security guards working on our premises. In FY 2022, 427 security guards were trained on human rights.

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

On-roll workers and contractual workers are paid in compliance with the minimum wage act. We have implemented programs where in recognition of good efforts, workers are paid additional through special component and benefits.

Our employees are paid as per industry standards and do not fall in the hourly wages category.

**3. Details of remuneration/salary/wages**

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category*	Number	Median remuneration/ salary/ wages of respective category*
Board of Directors (BoD)	13 <sup>#</sup>	₹ 4,05,75,000/-	1 <sup>^</sup>	-
Key Managerial Personnel	1	₹ 85,98,108/-	0	-
Employees other than BoD and KMP	5,132	₹ 10,00,000/-	222	₹ 8,23,764/-
Workers	418	₹ 2,51,460/-	24	₹ 1,85,472/-

\*Annual Median Fixed Salary

<sup>^</sup>We have one female independent Director, who is paid sitting fee and annual commission. Please refer corporate governance report for details

<sup>#</sup>We have 4 executive directors who are paid compensation, rest are independent directors who only receive sitting fee and annual commission.

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

Yes. The management committee oversees the HR function covering the aforementioned aspects.

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

Havells is committed to preventing any human rights violation and ensuring the enforcement of our human rights policy through a mechanism implemented by the HR Department and regularly monitored by Internal committee. The HR departments at plants and the HO conduct a regular human rights risk assessment. All stakeholders also have a secure and 24x7 access to raise grievances and to report anonymously any breach with respect to the Human Rights Policy through the Vigilance and the mechanism of ‘Satark’ which provides anonymity.

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

Complaint type	FY 2022			FY 2021		
	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		NIL			NIL	
Discrimination at workplace		NIL			NIL	
Child Labour		NIL			NIL	
Forced Labour/ Involuntary Labour		NIL			NIL	
Wages		NIL			NIL	
Other human rights related issues		NIL			NIL	

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

Our whistleblower policy has clearly laid down the guidelines to prevent retaliation against a complainant. A complainant has the right to complete anonymity unless required by law enforcement agencies.

The organisation prohibits retaliation against a complainant such as threats of physical harm, loss of job, punitive work assignments, or impact on salary or wages. A complainant feeling retaliated against may file a written complaint with the chairman of the Audit committee.

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

Yes. Human rights requirement form a part of HIL business agreements. We are progressively looking to encourage our suppliers and vendors to establish sustainable practices in their value chain. Upholding the Universal Declaration of Human Rights forms a part of our Supplier Code of Conduct. Additionally, we have included human rights clauses in our contracts for all new vendors. The existing vendors will sign-off on the said clauses electronically through their user id in the vendor portal. We also intend to roll out programmes for raising vendor awareness on decent working conditions and human rights through the vendor portal.



**9. Assessments for the year:**

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

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

One of the key action points that arose as a part of the assessment was lack of awareness about the law among the workers and contractors and subcontractors. As a part of this, in FY 2023, we intend to roll out increased awareness session for contractual workers and suppliers on relevant topics.

**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:**

As a growing company we are very conscious of our carbon footprint and strongly believe in responsible growth which is reflected in our specific CO<sub>2</sub> intensity metric. During FY 2021-22, our revenue grew by 33% but our energy usage increased only 19% due to effective energy management programmes. Our diligent planning in resource optimisation led to a 10% reduction in our energy intensity from 40.1 GJ per crore to 35.96 GJ per crore.

Parameter	FY 2022	FY 2021
Total electricity consumption (A) in GJ	3,64,101	3,05,760
Total fuel consumption (B) in GJ	1,33,489	1,12,612
Energy consumption through other sources (C)	Not applicable	Not applicable
<b>Total energy consumption (A+B+C)</b>	<b>4,97,590</b>	<b>4,18,372</b>
Energy intensity per rupee of turnover GJ per Crore ₹ (Total energy consumption/turnover in rupees)	36.0	40.1

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.

Refer Page 5 'About this Report' Section

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

No. We do not fall under PAT scheme of Government of India.

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

Environment conservation through resource management is not just a business practice but also something that drives us to challenge ourselves every day to deliver our value with increased efficiency and quality across every aspect of manufacturing. Although that we are not a water intensive industry and we do ground aquifer recharge of approximately twice our water withdrawal, we are aware that India is a water stressed region. So we place high importance on water balance and responsible use of water as illustrated by our specific water consumption metric.

Our water intensity has remained constant despite raising temperature and climatic impact as we perform water sensitivity analysis across our plants.

Please find below the trend for the last two years

Parameter	FY 2022	FY 2021
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	0	0
(ii) Groundwater	89,273	68,000
(iii) Third party water	34,115	24,000
(iv) Seawater / desalinated water	0	0
(v) Others – Municipal Supply	24,364	13,000
<b>Total volume of freshwater consumption (in kilolitres) (i + ii + iii + iv + v)</b>	<b>1,47,752</b>	<b>1,06,000</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>2,17,034</b>	<b>1,64,000</b>
<b>Water intensity in KL per Crore turnover (Water consumed / turnover)</b>	<b>15.7</b>	<b>15.7</b>

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

Refer Page 5 'About this Report' Section

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

At present, we do not have Zero Liquid Discharge mechanism. However, all our facilities, except Faridabad, use 100% of treated water from STP and ETP within premises for horticulture and toilet use. Only our Faridabad unit discharges treated water (after maintaining the minimum discharge standards) into municipal sewage line with consent from the concerned authorities during the reporting period. We follow all the necessary applicable guidelines and directions on maintaining the standards of STP and ETP, as required by CPCB and SPCBs.

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

Our NOx and SOx emissions are predominantly generated from our fossil fuel consumption, especially diesel in manufacturing process and genset. While our emissions are inherently of small quantum and well within permissible limits, we are still keen on improving our performance. Towards this, we are exploring replacement of diesel with cleaner fuels in gensets, install additional filtration systems at our stack emission outlets to capture emissions or replacing diesel with PNG where there is steady PNG infrastructure installed by government.

Another approach adopted by us is moving to a stable electricity connect with minimum power cuts and load shedding so that Genset are not used often.

Parameter	Please specify unit	FY 2022	FY 2021
NOx	Metric Tonnes	5.6	4.7
SOx	Metric Tonnes	0.2	0.2
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please Specify			

We undertake third party lab testing for each of these air emission parameters including NOx and SOx on quarterly basis at all our 7 locations to ensure the parameters are within permissible limits. This is done in addition to our internal monitoring systems. We also submit the reports to the concern authority and pollution board.

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.

Refer Page 5 'About this Report' Section

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

Combating climate change is a top priority for Havells India. As a growing company in the emerging market, our absolute emission has risen by 8% but our specific emission intensity has reduced by 21%. In our total GHG emission mix, 88% of our emission stems from our Scope 2 emission which is reliance on the grid electricity. In the forthcoming years, we are looking to use open access and long-term power purchase agreements to increase our renewable energy mix leading to substantial reductions in our absolute emissions.



**GHG emission (Metric tons of CO<sub>2</sub> equivalent) and emission intensity**

Parameter	Unit	FY 2022	FY 2021
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	8,599	7,384
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	74,211	68,082
<b>Total Scope 1 and Scope 2 emissions</b>	Metric tonnes of CO <sub>2</sub> equivalent	82,810	75,474
<b>Total Scope 1 and Scope 2 emission intensity per crore rupee of turnover</b>	Metric tonnes of CO <sub>2</sub> Equivalent/ crores	6.0	7.0

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.

Refer Page 5 'About this Report' Section

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

We have taken up a four-pronged approach to reduce Greenhouse Gas emission

- Increase renewable energy in our energy mix – In FY 2022, we doubled our renewable energy installed capacity from 5.6 MW to 9 MW. We mitigated 6,700 tCO<sub>2</sub> through green electricity usage in FY 2022.
- Implementation of energy Conservation measures - We undertook 41 initiatives of electricity reduction leading to a mitigation of 1,435 tCO<sub>2</sub> and reduced 17,93,911 KWh
- We are switching to cleaner fossil fuels for better efficiency such as switching to natural gas, biogas or grid electricity where feasible.
- We are continuously improving our products for better energy efficiency in usage and reduced energy consumption.

Category	Key energy efficiency features
Fans	5 Star rating - 8 new models with BLDC motor technology BLDC motor technology reduces power consumption by ~ 50% vs a conventional fan Currently 82 out of 120 models of fans are approved from star ratings.
Water Heaters	4 Star rating World's first using induction heating technology that delivers higher energy efficiency over useful lifecycle
Pumps	First-time registration of Havells pumps with BEE Star rating 6 out of 9 registered with 5-star rating
Llyod Refrigerators	Introduced with 4 Star and 3 Star ratings using air deflector technology that reduces power consumption by ~10-15%.
Llyod LED TV	Introduced with certified Star ratings.
BEE National Energy Conservation Awards (NECA)	<ul style="list-style-type: none"> <li>Appliance of the Year, Ceiling Fan: Efficiencia Neo -Approx. 65% power savings vs regular fans</li> <li>Appliance of the Year, Water heater: Monza DX 25L - Approx. 20% power savings vs regular 3 Star heaters</li> </ul>

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

Parameter	FY2022	FY2021
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	641.2	525.7
E-waste (B)	51.1	16.1
Bio-medical waste (C)	0.027	0.031
Construction and demolition waste (D)	0.0	0.0
Battery waste (E)	65.4	12.5
Radioactive waste (F)	0.0	0.0
Aluminium Scrap	1260.9	956.5
Copper Scrap	962.5	638.4
MS Scrap	2652.3	2536.7

Parameter	FY 2022	FY 2021
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
<b>Category of waste - Hazardous Waste</b>		
(i) Recycled	4	3
(ii) Re-used	133	87
(iii) Other recovery operations	62	20
<b>Total</b>	<b>199</b>	<b>109</b>
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
<b>Category of waste - Hazardous Waste</b>		
(i) Incineration	101	81
(ii) Landfilling	8	9
(iii) Other disposal operations	0	0
<b>Total</b>	<b>109</b>	<b>89</b>
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
<b>Category of waste - Non Hazardous Waste</b>		
(i) Recycled	641	479
(ii) Re-used	7,585	12,233
(iii) Other recovery operations (composting, energy recovery)	335.9	176
<b>Total</b>	<b>8,562</b>	<b>12,888</b>
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
<b>Category of waste - Non- Hazardous Waste</b>		
(i) Incineration	15.7	17.2
(ii) Landfilling	0	2.4
(iii) Other disposal operations	0	0
<b>Total</b>	<b>16</b>	<b>20</b>

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

Refer Page 5 'About this Report' Section

**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.**

Please refer to Natural capital section of the Integrated Annual Report on page 42 for detailed description of our waste management practices

**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:**

No. We do not have any office or plant location around ecologically sensitive areas

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

Not applicable

**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:**

No material fines were paid in FY2022.

**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**

23





**1.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**

Sl. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation Of Indian Industry	National
2	Federation Of Indian Export Organisation	National
3	National Safety Council	National
4	Bureau Of Indian Standards	National
5	Consumer Electronics and Appliances Manufactures Association	National
6	Indian Electrical and Electronics Manufacturers Association	National
7	Tax India Services	National
8	PHD Chambers of Commerce and Industry	National
9	Haryana Environmental Management Society	State
10	Alwar Chamber of Commerce and Industry	State

**PRINCIPLE 8**

**Businesses should promote inclusive growth and equitable development**

**Essential Indicators**

- Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**  
Not Applicable.
- Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format: Not applicable**  
Not applicable.
- Describe the mechanisms to receive and redress grievances of the community.**  
Havells has multiple modes of communications where a community can air its concerns and present its needs and requirements. Please refer to our social capital section in the Integrated Annual Report on page 38 for more details on our CSR activities and interaction with community.
- Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

	FY 2022	FY 2021
Directly sourced from MSMEs/ small producers*	21%	18%
Sourced directly from within the district and neighbouring districts *	58%	56%

\*The calculation has been done boundary of within 300Km from the plant site

**PRINCIPLE 9**

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

**Essential Indicators**

- Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**  
Havells believes in putting customer at the centre of its value proposition. In order to ensure customer can easily reach us, we have established multiple lines of communications such as online service request, central helpline, WhatsApp support, app based interaction and email-id. We also monitor and receive customer feedback through social media platforms such as Facebook and Twitter in real time. We have established a structured data management system and SLA to ensure every query is responded within a specified period of time. In case of escalation, a nominated grievance officer takes up the case and communicates with the customer on closure of the complaint.

For post sales issues and request such as Llyod products, we have also launched Khushiyon Ki Guarantee (KKG) initiative. The KKG process starts off at the customer's very first call to our service centre. When the customer calls us for any service, KKG (Khushiyon Ki Guarantee) number is provided. On completion of the service, this number is provided to the service engineer. If the number is not provided, we will know that more effort must be made to make the customer happy. Thereafter, our special KKG Cell at the Head Office will take over and adopt every possible ways to satisfactorily close the service request, thus closing the loop on the interaction.

**HAVELLS SUPPORT**

WhatsApp Support  
9711773333

Havells Sync App  
Download: Android | iOS

Online Service Request

Email-ID  
customercare@havells.com

Customer Care No.  
08045 77 1313

**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	40.8%
Safe and responsible usage	100%
Recycling and/or safe disposal	53.5%

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

We have received zero complaints in the aspects of Data Privacy, Advertising, Cybersecurity

Restrictive Trade Practices and Unfair Trade Practices in FY2022 and FY2021. Our products and services do not fall under delivery of essential services. Most of our complaints are product performance related queries.

For more details on our customer interactions, please refer to our Integrated Annual Report.

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

There has been no instance of product recall on account of safety issues. Our products undergo rigorous testing and quality assurance from safe usage and handling perspective. In addition, our product information such as manual, leaflet and product packaging carry safe usage instructions.

**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.**

We have a policy on cyber security and risks related to data privacy. Havells has established an Information Security(IS) policy that clearly defines appropriate authority and responsibilities to manage information security within Havells. The information security organisation has been designed to ensure structured co-ordination of IS related activities. The policy has been defined in line with ISO 27001:2013 standard for Information Security Management Systems (ISMS).

ISO 27001 certification demonstrates the Company's commitment to identify the risks, assess the implications and put in place systemised controls to limit any damage to the organisation with respect to information security, privacy and securing the information assets.

In addition, our risk management policy identifies cybersecurity and information risks and details the mechanism to identify and monitor the implications of the risk. We also have a data privacy policy to educate our consumers on the data we collect or retain.

The relevant policies can be found at - <https://www.havells.com/en/discover-havells/investor-relation/codes-and-policies.html>

- 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.

