



GARWARE
TECHNICAL FIBRES

GTFL:SEC:2023

August 26, 2023

BSE Limited

Corporate Relationship Department,
New Trading Ring,
Rotunda Building, P. J. Towers,
Dalal Street, Fort,
Mumbai 400001.

(Company code: 509557)

National Stock Exchange of India Ltd.

Exchange Plaza, Plot No. C/1, 'G' Block,
Bandra-Kurla Complex,
Bandra East,
Mumbai 400051.

(Symbol: GARFIBRES, Series: EQ)

Sub: Business Responsibility and Sustainability Report for the financial year 2022-23.

Dear Sirs,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the Business Responsibility and Sustainability Report ("BRSR") for the financial year 2022-23 which forms an integral part of the Annual Report of the Company for the financial year 2022-23.

The Business Responsibility and Sustainability Report for the financial year 2022-23 is also available on website of the Company: www.garwarefibres.com.

Please acknowledge the communication.

Thanking you.

Yours faithfully,

For **GARWARE TECHNICAL FIBRES LIMITED**

Sunil Agarwal
Company Secretary
M. No. - FCS 6407
Encl: as above

Registered Office

Garware Technical Fibres Ltd. (Formerly Garware-Wall Ropes Ltd.): Plot No. 11, Block D-1, M.I.D.C., Chinchwad, Pune 411 019, India.
T +91 20 2799 0000/0306 E pune_admin@garwarefibres.com www.garwarefibres.com CIN: L25209MH1976PLC018939



STRONG, RESILIENT AND FUTURE-READY

ANNEXURE TO DIRECTORS' REPORT 2022-23: BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

Garware Technical Fibres Ltd. ("GTFL") stands as a prominent player in India's technical textiles sector. Since its establishment in 1976, the Company has evolved into a versatile and globally recognized entity, offering innovative solutions in various fields, including high-performance aquaculture cage nets, fishing nets, sports nets, safety nets, agricultural nets, coated fabrics, polymer ropes, and geosynthetics.

Over the years, GTFL has made considerable strides in international business, leading to a steady expansion of its global presence, with customers in more than 75 countries. Central to their success is their unwavering mission, driving innovation across their operations, encompassing research and development, new processes, plant and market strategies, and inventive approaches to problem-solving.

GTFL believes in combining brilliant ideas with strong action. By leveraging its innovative mind set, commitment to improvement, and determined approach, along with fostering a proactive organizational culture and a cohesive team, GTFL ensure synergistic transformation of ideas into tangible results and sustainable progress.

Mission Statement

- Provide innovative, application-focused solutions to enhance value of our customers globally.

Core Values

- Continuously improve our products and services to become preferred partner of our customers.
- Own the process of delivering results with enterprising spirit and joy of working in an empowering environment.
- Enhance stakeholder value through profitable growth in sales and earnings.
- Enhance our family bond with the employees & business partners through fair & equitable dealings as well as constant communication.

Section A: General Disclosures:

I. Details of the Listed Entity:

1.	Corporate Identity Number (CIN) of the Entity	L25209MH1976PLC018939
2.	Name of the Listed Entity	Garware Technical Fibres Limited
3.	Year of Incorporation	01/04/1976
4.	Registered Office Address	Plot No. 11, Block D-1, M.I.D.C., Chinchwad, Pune - 411 019, Maharashtra, India
5.	Corporate Address	Plot No. 11, Block D-1, M.I.D.C., Chinchwad, Pune - 411 019, Maharashtra, India
6.	E-mail	secretarial@garwarefibres.com
7.	Telephone	020-2799 0000/0306
8.	Website	https://www.garwarefibres.com
9.	Financial Year for which report is being done	1st April, 2022 – 31st March, 2023
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)
11.	Paid-up Capital (INR.)	Rs. 203,781,690
12.	Name and contact details (telephone, email) of the person who may be contacted in case of queries on the BRSR report	Mr. Ravendra Mishra Head - Human Capital 020 - 2799 0000 rmishra@garwarefibres.com
13.	Reporting Boundary (Standalone or Consolidated basis)	The disclosures under this report are made on Standalone basis.

II. Products and Services:

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

S. No.	Description of Main Activity	Description of Business Activity	%Turnover of the Entity
1.	Manufacturing	Manufacture of cordage, twine, netting and manmade fibres	94.73%

Note: Remaining 5.27% is from Trade


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

S. No.	Product / Service	NIC Code	%Of Total Turnover Contributed
1.	Netting	1394	61.7%
2.	Twine, Ropes and Yarn	1394/2030	23.8%
3.	Other manufacturing	1313	4.4%

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 (Pune and Wai, Maharashtra)	5 Branch Offices and 13 Depots	20
International	0	4 Branch / Representative offices and 2 Overseas Subsidiaries	6

17. Markets Served by the Entity:
a. Number of Locations:

Location	Number
National (No. of States)	Pan India
International (No. of Countries)	Around 75 countries mainly in Europe and America

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

Exports contribute to 60.2% of total turnover of our Company during the reporting period.

c. A Brief on types of customers?

The Company operates on both a B2B and B2C business model. However, our customer base includes channel partners who then sell the products to end users ranging from aquaculture farms, commercial fisheries, protected cultivation farms, shipping and construction companies, civil engineering and infrastructure development companies, sports facilities / infrastructure, etc.

IV. Employees:
18. Details as at the end of Financial Year 2022- 23:
a. Employees and Workers:

S. No.	Particulars	Total (A)	Male		Female	
			Number (B)	Percentage (B/A)	Number (B)	Percentage (B/A)
Employees (including differently abled)						
1.	Permanent Employees	559	536	96%	23	4%
2.	Other than Permanent Employees	54	45	83%	9	17%
3.	Total Employees (1+2)	613	581	95%	32	5%
Workers (including differently abled)						
4.	Permanent Workers	550	550	100%	0	0%
5.	Other than Permanent Workers	32	32	100%	0	0%
6.	Total Workers (4+5)	582	582	100%	0	0%



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b. Differently abled Employees and Workers:

S. No.	Particulars	Total (A)	Male		Female	
			Number (B)	Percentage (B/A)	Number (B)	Percentage (B/A)
Differently Abled Employees						
1.	Permanent Employees	0	0	0%	0	0%
2.	Other than Permanent Employees	0	0	0%	0	0%
3.	Total Employees (1+2)	0	0	0%	0	0%
Differently Abled Workers						
4.	Permanent Workers	1	1	100%	0	0%
5.	Other than Permanent Workers	0	0	0%	0	0%
6.	Total Workers (4+5)	1	1	100%	0	0%

19. Participation / Inclusion / Representation of Women:

	Total (A)	Number of Female (B)	Percentage (B/A)
Board of Directors	6	2	33%
Key Management Personnel	2*	0	0%

*Note: * In terms of Section 203 of the Companies Act, 2013.*

20. Turnover rate for permanent employees and workers:

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	10%	1%	11%	10%	1%	11%	5%	1%	6%
Permanent Workers	1%	0%	1%	0%	0%	0%	0%	0%	0%

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

21.

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

S. No.	Name of the Holding / Subsidiary / Associate Company / Joint Venture (A)	Indicate whether Holding / Subsidiary / Associate Company / Joint Venture	% Of Shares held by Listed Entity	Does the Entity indicated at Column A, participate in the Business Responsibility initiatives of the Entity (Yes / No)
1.	Garware Technical Fibres USA Inc.	Wholly Owned Subsidiary	100%	No
2.	Garware Technical Fibres Chile Spa.	Wholly Owned Subsidiary	100%	No
3.	Garware Environmental Services Private Limited	Wholly Owned Subsidiary	100%	No
4.	Garware Technical Textile Private Limited	Wholly Owned Subsidiary	100%	No
5.	Garware Technical Fibres Foundation	Wholly Owned Subsidiary	100%	No
6.	Garware Meditech Private Limited	Associate	50%	No

VI. CSR Details:

22.	(i) Whether CSR is applicable as per Section 135 of Companies Act, 2013 (Yes / No)	Yes
	(ii) Turnover (in INR.)	₹ 12,536,167,867
	(iii) Net Worth (in INR.)	₹ 10,250,190,293



VII. Transparency and Disclosures Compliances:
23. Complaints / Grievances on any of the principles (1-9) under the National Guidelines on Responsible Business Conduct:

Stakeholder Group	Grievance Redressal Mechanism in place (Yes / No) (Provide web-link of Policy)	Current Financial Year 2022- 23		Previous Financial Year 2021- 22		
		Number of Complaints Filed	Number of Complaints Pending at Close of Year	Number of Complaints Filed	Number of Complaints Pending at Close of Year	Remarks
Shareholders	Yes. Board of Directors have entrusted following responsibility to Stakeholder Relation committee- resolving the grievances of security holders of the Company including complaints related to transfer/ transmission of shares, non-receipt of annual report, non-receipt of declared dividend, issue of new / duplicate certificates, general meetings, etc. https://www.garwarefibres.com/investors/shareholder-information/disclosure-under-regulation-46-of-SEBI-regulations	7	0	1	0	There were no unresolved / unattended communications / complaints of shareholders pending as of 31st March, 2023
Employees and Workers	Yes. Whistle blower policy, POSH Committee and HR policies. The company has a platform- SAMWAD to connect with permanent employees and workers to share updates with them on policies, programs, and trainings. https://garwarefibres.com/investors/vigil-mechanism/	0	0	0	0	-
Customers	Yes. The Company has a customer complaint portal, wherein each salesperson has a login id to register the customer complaints related to their product portfolio issue or concern. https://www.garwarefibres.com/contact	105	38	98	6	Pending complaints as on 31st March, 2023 will be closed in FY 23-24. The same are under investigation with the Company.
Supply Chain Partners	No. All suppliers have access to the Company representative contact details in the procurement team and that of purchase manager too. In case the query is not resolved, then there is clear escalation metric in the Company to resolve the grievance and ensure satisfied response to the supplier.	0	0	0	0	-
Communities	Yes. Contact details are uploaded on the website of the Company with the help of which the Community can raise their concern / issues. https://www.garwarefibres.com/contact	0	0	0	0	-



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

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

S. No.	Material Issue Identified	Indicate whether Risk or Opportunity	Rationale for Identifying the Risk / Opportunity	In case of Risk, Approach to Adapt or Mitigate	Financial Implications of the Risk or the Opportunity
1.	Health, Safety, and Environment	Risk	<ul style="list-style-type: none"> Non-compliance with safety measures by employees and workers pose a major risk to the work force and to the Company's financial well-being and brand value. 	<ul style="list-style-type: none"> Elimination of potential hazards, training on importance of using personal protective equipment, safety training, audits to check compliance levels, rewards, mock drills on a regular basis. 	Negative
2.	Climate Change and Sustainability Risks	Risk	<ul style="list-style-type: none"> Direct impact on operations and business on account of climate change impacts and sustainability risks. 	<ul style="list-style-type: none"> The Company has initiated energy transition towards higher usage of renewable energy. 	Negative, Positive or Neutral for specific individual factor switch to renewable energy, will have positive financial impact.
3.	Waste and wastewater Management	Risk	<ul style="list-style-type: none"> Inappropriate waste handling can lead to spillage and seepage within ground water deteriorating water and soil quality. 	<ul style="list-style-type: none"> The Company has processes for proper collection and disposal of waste, chemical handling, prevention of oil spillages and installation of effluent treatment plants (ETPs) to effectively treat and manage wastewater. 	Negative
4.	Chemical Safety and Management	Opportunity	<ul style="list-style-type: none"> The Company can avoid / minimize adverse impact at plant level or at end user facilities when using chemicals of non-hazardous nature. 	<ul style="list-style-type: none"> The Company uses water-based chemicals in its manufacturing process and avoid the use of hazardous / toxic chemicals to prevent / minimize any adverse impacts on the environment. Our eco-friendly product development which requires less antifouling treatment at end use facilities. 	Negative
5.	Innovation	Opportunity	<ul style="list-style-type: none"> The Company engages in continuous research and development to create eco-friendly and green products with low carbon and environmental footprint. One such instance is Nylon twines used to manufacture nets. These nets are required to be treated with antifouling paint which contained 20 to 25% metallic copper or cuprous oxide which usually goes into water posing serious pollution hazard. 	<ul style="list-style-type: none"> The company developed copper infused nets which contains less than 50% of copper use in antifouling paint process. 	Positive
6.	Training and education	Opportunity	<ul style="list-style-type: none"> Providing training and education to employees and workers improves efficiency and reduces chances of incidents or work hazards. 	<ul style="list-style-type: none"> At GTFL, capacity building sessions for employees and workers organized on varied topics team building and New Product Development "NPD" sessions, Communication training, Udan 2.0 training on leadership, behavior-based safety training. 	Positive


Section B: Management and Process Disclosures:

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

S.No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes										
1.	a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs. (Yes / No)	Yes	Yes	Yes	Yes*	Yes	Yes	No	Yes	Yes
	b. Has the policy been approved by the Board? (Yes / No)**	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
	c. Web Link of the policies, if available	Wherever mandated by applicable Rules / Regulations, the Company has posted the respective policies on its website as per details below: 1. https://www.garwarefibres.com/investors/code-of-conduct-for-directors/ 2. https://www.garwarefibres.com/investors/code-of-conduct-for-managers/ 3. https://www.garwarefibres.com/investors/vigil-mechanism/ 4. https://www.garwarefibres.com/investors/csr-policy/ 5. https://www.garwarefibres.com/investors/code-for-fair-disclosure-of-unpublished-price-sensitive-information/ 6. https://www.garwarefibres.com/about-us/mission-values/ 7. https://garwarefibres.com/investors/ems-policy/ 8. https://www.garwarefibres.com/remuneration-policy/ The remaining Policies are circulated to respective Stakeholders for ensuring adherence.								
2.	Whether the entity has translated the policy into procedures? (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes***
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.	<ul style="list-style-type: none"> ● ISO 9001 ● ISO 14001 ● ISO 27001 								
5.	Specific commitments, goals, and targets set by the entity with defined timelines, if any.	At GTFL, we are committed to sustainable business practices and to operate in a manner that is environmentally, socially and economically sustainable. We take responsibility to reduce negative impacts from our operations while contributing positively towards the society and to make our planet a better place to live. We are committed to ESG, dedicated to implement sustainable and socially responsible practices in our operations. <u>Below goals demonstrate our ESGaim:</u> 1. Increase the share of renewable energy (solar / wind power) to total energy consumption in our operations year-on-year. 2. Aim to optimize water consumption in our operations. 3. Reduce GHG emissions (Scope 1 and 2) by adopting energy efficient practices and moving towards renewable energy year-on-year basis. 4. Consistently reduce generation of hazardous waste generation (ETP sludge) on a yearly basis.								
6.	Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	In line with our environmental commitments to conserve energy, water, and minimize our carbon footprint as well as enhance our social commitments for community development and welfare, below aims are accomplished in FY 2022- 2023: <ul style="list-style-type: none"> ● The Company has reduced its non-renewable energy consumption by gradually increasing its renewable energy usage. ● The Company has reduced its carbon emissions while also managing to significantly reduce water consumption during FY 2023. ● Bicycles distributed to girl students from 8th to 10th standard from nearby schools to improve their study time and attendance in schools. Additionally, RO water purifiers donated to 3 Schools nearby Wai for availability of clean potable water to students. ● Wai Half Marathon sponsored and organized by the Company for promoting fitness, healthy living, and sports in the local youth residing in the nearby the community. Thus, we have made noteworthy progress and are in line with our social and environment sustainability goals.								



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Governance, leadership, and oversight:

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

The Company is fully dedicated to sustainability and is steadily investing in Research and Development (R&D) to innovative products for the aquaculture industry's next generation. As pioneers in the field, we have been at the forefront of developing sustainable solutions for green aquaculture. At GTFL, our sustainability initiatives are multifaceted, encompassing investments in alternative energy, waste recycling, water conservation, and energy efficiency while reducing reliance on fossil fuel consumption.

While the Company remains committed to fulfilling its ESG (Environmental, Social, and Governance) imperatives, it faces several challenges on its journey such as navigating the complexities of existing industry infrastructures and transitioning them towards cleaner and more sustainable alternatives. There are also cost implications associated with implementing technological innovations. The Company assesses the sustainability practices of its value chain partners and to whatever extent possible, manages to mitigate any environmental or social risks associated with its operational supply chain activities.

The Company remains resolute in tackling these challenges, driven by a commitment to continuous innovation, forging strategic partnerships, engaging with stakeholders, and constantly enhancing its ESG practices. While acknowledging the progress made thus far, we recognize that there is still a considerable journey ahead of us.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies):

Board of Directors of the Company.

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:

Mr. Shridhar Shrikrishna Rajpathak, Director

Note:

* The Company has HR policy and CSR policy to engage internal stakeholders and external stakeholders. The Company plans to enhance the policies pertaining to Principle 4 to engage with other key stakeholder group.

** Policies pertaining to NGRBC principles have been approved by a member of the Board of the company and signed by respective functional head of that area.

1. Code of Conduct (For Directors, Managers, and Staff)

2. Vigil Mechanism/Whistle Blower Policy

3. Code of Conduct to Regulate, Monitor and Report trading by designated persons and immediate relatives of designated persons.

4. Policy on prohibition of Sexual Harassment of Women.

5. Mission and Values.

6. Quality Policy.

7. EHS Policy.

8. Human Resource Policy Manual.

9. Corporate Social Responsibility (CSR) Policy.

*** GTFL has appropriate internal mechanisms in place to engage value chain partners. GTFL plans to enhance the policies pertaining to Principle 9 to further engage our value chain partners.

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee									Frequency (Annually / Half yearly / Quarterly / Any Other- please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	The Company regularly monitors its financial and non-financial performance against the set targets on an ongoing basis.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company complies with all regulatory requirements and ensures transparency in business reporting.																	

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

P1	P2	P3	P4	P5	P6	P7	P8	P9
The Company has an internal structure for auditing / evaluating the working of these policies with the help of outside consultants / auditors wherever required. The Company is continuously improving its policies, as required, on basis of the internal assessments. However, there were no audits conducted by an external agency during the reporting period.								


12. If Answer to Question (1) Above is “NO”, i.e., not all Principles are covered by a Policy, reasons to be stated:

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

Note:

NA – Not Applicable

The Company does not liaise directly with the regulatory bodies in terms of policy advocacy. The relevant liaison happens through Industry Associations.

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 Programs held	Topics / Principles covered under Training and its Impact	% of Persons in respective category covered by the Awareness Programmes
Board of Directors	4	The Company conducts detailed familiarization programs at Board meetings to Independent Directors covering various NGRBC principles, providing information on the overall industry, including company's financial and non-financial performance, operations, strategy, market insights and business approach and roadmap.	100%
Key Managerial Personnel			
Employees other than BoD and KMPs	80	Team Building Sessions, NPD Sessions, Emotional Intelligence, Human Process Lab, RMP, MS Office, Communication skills, RMP, Human Process Lab, Emotional Intelligence, Awareness on Insider Trading, POSH.	93%
Workers	4	Udan 2.0 training on leadership, behaviour-based safety, normal safety training, Communication and Co-ordination, and POSH.	87%

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 based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as discussed on the entity's website):

	NGRBC Principle	Name of the Regulatory / Enforcement Agencies / Judicial Institutions	Amount (in INR.)	Brief of Case	Has an Appeal been Preferred? (Yes / No)
Monetary					
Penalty/ Fine			Nil		
Settlement					
Compounding Fee					
Non-Monetary					
Imprisonment			Nil		
Punishment					

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

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



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

The Company's policies on Code of Conduct and Vigil Mechanism are applicable to all internal stakeholders of the Company for reporting their genuine concerns which would cover malpractice, unethical behaviour, fraud or suspected fraud, manipulation, misappropriation of monies, and violation. The Company's Code of Conduct requires the employee of the Company to act ethically and with honesty and integrity. The Company has insider trading policy, which extends and applicable to internal stakeholders as well as external stakeholders like advisors, auditors, etc.

The Code of Conduct for managers policy can be accessed at the below link:

<https://www.garwarefibres.com/investors/corporate-governance/code-of-conduct-for-managers#investorsmenu>

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

	Current Financial Year 2022- 23	Previous Financial Year 2021- 22
Directors	Nil	Nil
Key Managerial Personnel (KMPs)		
Employees		
Workers		

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

	Current Financial Year 2022- 23		Previous Financial Year 2021- 22	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Not Applicable	Nil	Not Applicable
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

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

Not Applicable.

Leadership Indicators

1. Does the entity have processes in place to avoid / manage conflict of interests involving members of the Board? (Yes/No).

If "Yes", provide details of the same:

Yes. The Company's Code of Conduct acts as a guide to ethical business practices and suggests appropriate processes to avoid and manage conflict of interest. The Director of the Company disclose the names of the parties in which they have an interest, which then is mapped in the internal systems of the Company and systems are in place to monitor and ensure the compliances for any transaction with them. The Code of Conduct is available on website of the Company at <https://www.garwarefibres.com/investors/corporate-governance/code-of-conduct-for-directors#investorsmenu>.

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 environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively:

	Current Financial Year 2022- 23	Previous Financial Year 2021- 22	Details of improvements in Environmental and Social Impacts
R&D*	48%	29%	The Company has been steadily investing in processes, projects, and initiatives that have positive societal and environmental footprint. This involves measures such as reducing energy consumption, resource usage optimization, waste reduction strategies, community development engagements, and developing products with reduced carbon footprints or exploring renewable options.
Capex*	100%	100%	

Note:

* Above details are as per books of accounts.


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

No. GTFL does not have written down procedure in place for sustainable sourcing.

At GTFL, majority of its vendors (80% of vendors by value) are ISO certified, which demonstrates commitment to business with partners who are environmentally conscious, socially driven, and have strong ethics and governance. In addition, during the on boarding process, vendor assessment comprising of thorough questionnaire / checklist on vendor's compliance on regulatory, statutory, environmental, and social norms is undertaken. Only, those who pass our minimum criteria, are then considered for business association.

b. If "Yes", what percentage of inputs were sourced sustainably?

Not Applicable.

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)	- Plastic packaging recycled under Extended Producer Responsibility (EPR) as per Central Pollution Control Board (CPCB) guidelines through waste management agency engaged by the Company.
b. E-waste	- E-waste collected at dedicated collection area at E-waste yard, safely stored & disposed to Maharashtra Pollution Control Board (MPCB) authorized waste disposal facility / contractors.
c. Hazardous waste	- Hazardous waste, including bio-medical waste and battery waste safely collected at dedicated collection and storage area at ETP and safely disposed to MPCB authorized waste disposal facility preventing any kind of land and ground water pollution. - Storage and disposal norms are followed as per Hazardous Waste Management Rules.
d. Other waste	- HDPE waste generated during the manufacturing process is recycled and reused. Other product / process waste is partly reused & remaining is disposed off to MPCB authorized recyclers.
e. 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 Board? If "Not", provide steps taken to address the same. Yes, the Company is subject to Extended Producer Responsibility (EPR) regulations and has obtained Brand Owner Registration Certificate under Central Pollution Control Board (CPCB) norms. The Company has also submitted its EPR plan for plastic packaging material recycling for FY 2023.	

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

Indicate input material	Recycled or re-used input material to total material	
	Current Financial Year 2022-23	Previous Financial Year 2021-22
Polypropylene, HDPE (MT)	2.5%	2.4%

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

	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	324	-	-	185	-
E-Waste	-	-	-	-	-	-
Hazardous Waste	-	-	-	-	-	-
Other Waste	-	-	-	-	-	-

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

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



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

Essential Indicators

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

Category	Total (A)	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	536	536	100%	536	100%	NA	NA	536	100%	536	100%
Female	23	23	100%	23	100%	23	100%	NA	NA	23	100%
Total	559	559	100%	559	100%	23	4%	536	96%	559	100%
Other than Permanent Employees											
Male	45	NA	NA	45	100%	NA	NA	45	100%	45	100%
Female	9	NA	NA	9	100%	9	100%	NA	NA	9	100%
Total	54	NA	NA	54	100%	9	17%	45	83%	54	100%

Note: NA – Not Applicable

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

Category	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	550	550	100%	550	100%	NA	NA	550	100%	550	100%
Female	0	0	0%	0	0%	0	0%	NA	NA	0	0%
Total	550	550	100%	550	100%	NA	NA	550	100%	550	100%
Other than Permanent Workers											
Male	32	NA	NA	32	100%	NA	NA	32	100%	32	100%
Female	0	0	0%	0	0%	0	0%	NA	NA	0	NA
Total	32	NA	NA	32	100%	NA	NA	32	100%	32	100%

Note: NA – Not Applicable

2. Details of retirement benefits, for Current FY 2022-23 and Previous FY 2021- 22:

Benefits	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	No. of employees covered as % of total employees	No. of workers covered as % of total workers	Deducted and Deposited with the authority (Yes / No / NA)	No. of employees covered as % of total employees	No. of workers covered as % of total workers	Deducted and Deposited with the authority (Yes / No / NA)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	100%*	100%*	Yes	100%*	100%*	Yes

Note:

* 100% of eligible employees only

- For FY 22-23 – 51 employees eligible as per ESI Act.
- For FY 21-22 – 59 employees eligible as per ESI Act.


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”, then whether any steps are being taken by the entity in this regard:

Currently, none of GTFL's premises / offices have infrastructure support that is accessible to differently abled employees and workers. However, the Company plans to make its premises universally accessible.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, please provide the web-link of the policy:

No. The Company does not have an written Equal Opportunity Policy but the Company's philosophy and practice encompass a commitment to foster no discrimination in talent management on account of gender, disability, race, ethnicity, or any form of discriminatory factor. The Company strives to maintain a work environment that is accessible to all, respectful and free from any of from harassment and discrimination.

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%	NA	NA
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:

Permanent Workers	The Company has a platform- SAMWAD to connect with permanent workers and share updates with them on policies, programs, and trainings. Weekly meetings with union representatives are arranged. Workers can directly reach out to HR or IR representatives to raise their concerns / issues; representative mobile number is also displayed on factory site.
Other than Permanent Workers	
Permanent Employees	The Company has various platforms where employees can raise their concerns and grievances on a periodic basis like HR Connect Forums, HR Helpdesk, Emails to HR SPOCs, and directly with business and HR Managers. The concerns / issues are investigated in a timely and confidential manner, without any retaliation to the complainant and / or the witness.
Other than Permanent Employees	

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

Category	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Total employees/ workers in respective category (A)	No. of employees / workers in respective category, who are part of Association(s) or Unions (B)	Percentage (%) (B/A)	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of Association(s) or Unions (B)	Percentage (%) (B/A)
Total Permanent Employees	Not Applicable					
-Male						
-Female						
Total Permanent Workers	550	550	100%	561	561	100%
-Male	550	550	100%	561	561	100%
-Female	0	0	0%	0	0	0%



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8. (a). Details of training given to employees and workers on “Health and Safety Measures”:

Category	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Total (A)	Number (B)	Percentage (%) (B/A)	Total (C)	Number (D)	Percentage (%) (D/C)
Employees						
Male	536	480	90%	535	420	79%
Female	23	21	91%	22	19	86%
Total	559	501	90%	557	439	79%
Workers						
Male	550	550	100%	561	561	100%
Female	0	0	0%	0	0	0%
Total	550	550	100%	561	561	100%

(b). Details of training given to employees and workers on “Skill Upgradation”:

Category	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Total (A)	Number (B)	Percentage (%) (B/A)	Total (C)	Number (D)	Percentage (%) (D/C)
Employees						
Male	536	500	93%	535	411	77%
Female	23	20	87%	22	12	55%
Total	559	520	93%	557	423	76%
Workers						
Male	550	479	87%	561	449	80%
Female	0	0	0%	0	0	0%
Total	550	479	87%	561	449	80%

9. Details of Performance and Career Development reviews of employees and workers:

Category	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Total (A)	Number (B)	Percentage (%) (B/A)	Total (C)	Number (D)	Percentage (%) (D/C)
Employees						
Male	536	536	100%	535	535	100%
Female	23	23	100%	22	22	100%
Total	559	559	100%	557	557	100%
Workers						
Male	550	550	100%	561	561	100%
Female	0	0	0%	0	0	0%
Total	550	550	100%	561	561	100%

Note:

* Permanent employees and workers covered 100%. However, for other than permanent employees and workers, continuous engagement on career reviews and training supports provided on an ongoing basis.


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”, then coverage of the system:

Yes. Full-fledged occupational health and safety management system is in place. Periodic Plant Safety inspections, Safety audits, Hazard Identification and Risk Assessment (HIRA) registers, Job Safety Analysis (JSA), Work zone air quality & noise monitoring, Annual medical check-up, safety trainings as per training calendar are conducted. Health and Safety Policy is available, Internal and External safety audits are conducted periodically, and corrective actions taken on audit findings. Occupational health and safety requirements comply as per the regulatory standards.

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

Hazard Identification and Risk Assessment (HIRA) are conducted as per Standard Operating Procedures (SOPs) and Corrective and Preventive Actions (CAPA) are taken on significant risks identified. Safety committee, safety champions and workers participate in Hazard Identification Risk Assessment periodic review undertaken for new processes, modification / change in existing process, procurement of new machinery and for routine and non-routine activities. The workers can report work-related safety hazards through internal platforms and safety meetings.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks? (Yes/No):

Yes. Procedure is in place to report work related hazards for taking corrective actions and prevent incidents. Workers' report work-related hazards in Daily Toolbox Talk sessions and Safety suggestion Boxes are provided in all departments.

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

Yes. Factory Medical Officer is available to provide medical consultation on non-occupational medical and health related issues to workers. Ambulance room is available with one female nurse for female employees and workers.

Mediclaime – Hospital Insurance policy is available for non-occupational medical and health related issues of employees and workers.

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

Safety Incidents / Number	Category	Current Financial Year 2022-23	Previous Financial Year 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	1.85	2.95
Total recordable work-related injuries	Employees	0	0
	Workers	1	2
Number of fatalities	Employees	0	0
	Workers	0	1
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:

At GTFL, we have full-fledged occupational health and safety management system in place. Periodic Plant Safety inspections, Safety audits, HIRA, JSA, Work zone air quality and noise monitoring, annual medical check-up, safety trainings as per Training calendar are conducted. Use of personal protective equipment (PPE), elimination of potential hazard, visual safety training, safety committee meetings, safety rewards, safety and fire mock drills, and safety audits (internal and external) are done.

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

	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Filed	Pending Resolution at end of year	Remark	Filed	Pending Resolution at end of year	Remark
Working Conditions	35	0	Actions taken on complaints received	20	0	Actions taken on complaints received
Health and Safety	9	0	Actions taken on complaints received	13	0	Actions taken on complaints received

14. Assessment for the Year (2022- 23):

	% Of plants and offices that were assessed (By entity or statutory authorities or third party)
Health and Safety Practices	100%
Working Conditions	100%



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

The Company has not identified any risk / concern in the assessment.

Leadership Indicators

1. Does the entity extend any life insurance or compensatory package in the event of death of (A). Employees; and (B). Workers (Yes/No). Provide detail:

Yes, the Company's group personal accident policy wherein all employees are covered. The Company also has Benevolent Fund Policy, where employees contribute 1 Day or ½ Day Salary in case of demise of Employee or Permanent Worker and equal amount provided by the Company to deceased family. Compassion Policy had provided support to deceased employee in case of death due to COVID.

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

The Company ensures that vendors and suppliers pay their statutory dues in a timely and effectively manner, especially the GST, EPF, ESIC, and other statutory dues. The Company has appropriate mechanisms in place to ensure that statutory dues are paid periodically, as required and complied by the vendors and business partners.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Qs. 11 of Essential Indicators above), who have been / are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total Number of affected employees / workers		No. of employees / workers that are rehabilitated or whose family member have been placed in suitable employment	
	FY 2022- 23	FY 2021- 22	FY 2022- 23	FY 2021- 22
Employees	0	0	0	0
Workers	1	0	1	0

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

The Company does not provide transition assistance programs to facilitate continued employability and / or manage career endings resulting from retirement or termination of employment.

5. Details on assessment of value chain partners (FY 2022- 23):

	% Of value chain partners (by value of business done with such partners) that were assessed*
Health and Safety Practices	100%
Working Conditions	100%

Note:

* For sub-contractor's GTFL undertakes assessment

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

During the latest assessment, no significant risks / concerns were identified.

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

Essential Indicators

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

The Company has mapped its internal and external stakeholders using the Mendelow's Matrix (also known as the Stakeholder Analysis matrix and the Power-Interest matrix) and through this framework we plot power vs interest of the stakeholder and then basis that assign communication strategies to continuously engages with them. The Company recognizes employees, local communities surrounding our operations, government and regulatory authorities, business associates (marginalized fisherman, farmer, network of suppliers, service providers, dealers and suppliers of goods and services), domestic / international customers and shareholders / investors as its key stakeholders. The Company engages with identified stakeholders to gauge their opinion, feedback, and tweak their business strategy / approach to cater to the needs / aspirations of their stakeholders.


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

Stakeholder Group	Identified as Vulnerable or Marginalized Group (Yes/No)	Channels of Communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during each engagement
Shareholders	No	Annual General Meeting (AGM), Email, Statutory Reports, Investor's Meet, Disclosure to Stock Exchanges	Ongoing	Financial Reports, Dividend, Shares, Business Performance, Corporate actions such as buyback of shares.
Government Agencies / Regulators	No	Statutory Reports	Ongoing	Compliances of various laws, regulations, requirements, and fillings as required and applicable to business.
Employees and Workers	No	Forums, Mailers, House Magazines, Quarterly Magazines named 'Impressions' and Open House	Ongoing	Company's performance, policies, business strategy and mission, training, and awareness sessions.
Channel Partners / Sub-Contractors	No	Meetings and Mailers	Ongoing	Business Strategy, Company's Performance, Growth Opportunities, Expansion Strategy, and Sustainability Initiatives.
Consumers	No	Website, Mailers, and Social-Media	Ongoing	Product Information on New Product Developments, Feedback Forms, Business Growth, Customer Service including resolution of complaints, Expansion, Performance, Mission, and Vision, and Sustainability Initiatives.
Communities	Yes	Emails, telephones, field visits, and physical meetings	Ongoing	Identification of needs, challenges, CSR, project conceptualization, design and implementation, follow-ups, monitoring, field visits, and program feedback.
Implementing Agency (NGO)	Yes*	Emails, telephones, field visits, and physical meetings	Ongoing	Project design, implementation, challenges, solutions, monitoring, and evaluation of the CSR Programs.

Note:

* Few NGO partners working with the vulnerable and marginalized groups may fall under vulnerable and marginalized group.

Leadership Indicators
1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board:

The Executive Director and Senior Management Personnel maintain regular and planned engagements with stakeholders, including investors, employees, customers, channel partners, government departments and analysts. These interactions serve as an opportunity to gather feedback, suggestions, complaints, and grievances and the responsible individual relays this feedback to the Board during specific occasions throughout the year. The feedback and key issues brought to the attention of the respective committees of the Board for further consideration and action, as deemed appropriate. This ensures that defined processes followed and that material topics are appropriately addressed across the company in a stakeholder inclusive manner.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topic? (Yes/No)

If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity:

Yes, stakeholder consultations are integral to the determination of our material topics. These consultations serve as invaluable inputs, as we carefully consider the perspectives and insights shared by our stakeholders during the engagement process. To prioritize our material topics effectively, we actively engage with key stakeholders, including employees, customers, analysts, and investors, via appropriate channels and mechanisms. This engagement process enables us to identify the key environmental, social, and governance (ESG) material topics that are most relevant and



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important to our stakeholders. The insights gathered from these consultations thoroughly analyzed and incorporated into a materiality matrix forming the basis for our sustainability strategy, guiding our actions and initiatives in line with stakeholder expectations and priorities.

3. Provide detail of instances of engagement with, and actions taken to, address the concerns of vulnerable / marginalized stakeholder groups:

The Company has identified communities residing around its manufacturing facilities (with focus on women and children), fishermen, and small farmers in the supply chain as vulnerable and marginalized stakeholders. Through continuous engagement, the Company has identified and prioritized their needs and clearly developed targeted Corporate Social Responsibility (CSR) initiatives contributing towards their livelihood opportunities and socio-economic development.

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	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Total (A)	Number (B)	Percentage (%) (B/A)	Total (C)	Number (D)	Percentage (%) (D/C)
Employees						
Permanent	559	559	100%	557	557	100%
Other than permanent	54	54	100%	46	46	100%
Total Employees	613	613	100%	603	603	100%
Workers						
Permanent	550	550	100%	561	561	100%
Other than permanent	32	32	100%	19	19	100%
Total Workers	582	582	100%	580	580	100%

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

Category	Current Financial Year 2022-23					Previous Financial Year 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Permanent	559	0	0%	559	100%	557	0	0%	557	100%
- Male	536	0	0%	536	100%	535	0	0%	535	100%
- Female	23	0	0%	23	100%	22	0	0%	22	100%
Other than permanent	54	0	0%	54	100%	46	0	0%	46	100%
- Male	45	0	0%	45	100%	40	0	0%	40	100%
- Female	9	0	0%	9	100%	6	0	0%	6	100%
Workers										
Permanent	550	0	0%	550	100%	561	0	0%	561	100%
- Male	550	0	0%	550	100%	561	0	0%	561	100%
- Female	0	0	0%	0	0%	0	0	0%	0	0%
Other than permanent	32	0	0%	32	100%	19	0	0%	19	100%
- Male	32	0	0%	32	100%	19	0	0%	19	100%
- Female	0	0	0%	0	0%	0	0	0%	0	0%


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

	Male		Female	
	Number	Median salary / wage of respective category (₹ lakhs)	Number	Median salary / wage of respective category (₹ lakhs)
Board of Directors (BoD)	4	2.60*	2	0.60
Key Managerial Personnel	2	497.46	0	0
Employees other than BoD and KMP	661	7.80	38	3.52
Workers	563	6.98	0	0

Note:

* All Directors are paid only sitting fees except Mr. V. R. Garware, Chairman and Managing Director.

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 Company ensures to maintain a safe working environment, free from any harassment. However, in case of any grievance or concern, the Company has stringent policies and remedial action is taken as deemed appropriate by the Head of Human Capital (Human Resource) in consultation with Senior Management of the Company in a timely, effectively, and transparent manner.

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

The Company pays utmost importance in upholding the human rights of its employees, workers, contractors, suppliers, and communities in accordance with national and international standards and Company's code of conduct. The Company has formulated Vigil Mechanism policy to address any concerns covering malpractice, unethical behaviour, fraud or suspected fraud, manipulation, misappropriation of monies and violation of the Company Codes. The Company has formulated and implemented a Policy and constituted an Internal Complaints Committee (ICC) as per the provisions of the Sexual Harassment Act and Rules made thereunder.

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

Category	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Filed during the year	Pending resolution at end of year	Remark	Filed during the year	Pending resolution at end of year	Remark
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

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

The Vigil Mechanism Policy provides for adequate safeguards against victimization for the persons ("the informer / whistleblower") who avail this mechanism and provides for direct access to the Chairman of the Audit Committee of the Company in exceptional cases. The Company ensures that no unfair treatment meted out to the informer / whistleblower by virtue of having reported the information under this Policy.

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

At GTFL, all business contracts integrate human rights compliance as terms and conditions i.e., clauses on prevention of child labour, forced labour, discrimination, harassment, minimum wages, and other topics, to ensure compliance with social and governance norms and ethical business conduct by all vendors and suppliers.

9. Assessment for the FY 2022- 23:

	% Of plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100%
Forced / Involuntary Labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%



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

No. significant concerns were identified during the latest assessments, therefore no corrective actions were required to be undertaken during the reporting period. However, the Company periodically reviews its human rights policies, procedures, and processes to be compliant with regulatory norms and standards.

Leadership Indicators

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

The Company has been compliant with human rights issues and reviews its policies and processes on a regular basis.

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

The Company undertakes self-assessment at all plants and offices for all the indicators covered in Q9 above.

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

Currently, none of the Company's premises / offices have infrastructure support that is accessible to differently abled visitors. However, the Company plans to make its premises universally accessible.

4. Details on assessment of Value Chain Partners:

	% Of value chain partners (by value of business done with such partners) that were assessed:
Child Labour	Nil
Forced / Involuntary Labour	Nil
Sexual harassment	Nil
Discrimination at workplace	Nil
Wages	Nil

Footnote: The Company is in the process of developing a vendor assessment guideline, procedure, and checklist to undertake ESG assessment, including human rights practices of its value chain partners.

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessment at Qs. 4 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	Current Financial Year 2022-23 (In Gigajoules)	Previous Financial Year 2021-22 (In Gigajoules)
Total Energy Consumption (A)	116,351	126,443
Total Fuel Consumption (B)	145,395	150,574
Energy consumption through Other Sources (C)	0	0
Total Energy Consumption (A+B+C)	261,746	277,016
Energy intensity per rupee of turnover (Total energy consumption / turnover in rupees)	0.000021	0.000024

Note:

Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Yes / No).

If "Yes", name the external agency.: NO

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve, and Trade (PAT) Scheme of the Government of India? (Yes/No)

If "Yes", disclose whether targets set under the PAT Scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any:

No.


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

Parameter	Current Financial Year 2022-23	Previous Financial Year 2021-22
Water withdrawal by source (in kiloliters)		
(i). Surface Water	0	0
(ii). Groundwater	0	0
(iii). Third Party Water	162,944	160,201
(iv). Seawater/ Desalinated water	0	0
(v). Others (Please specify)	0	0
Total Volume of water withdrawal (in KL) (i + ii + iii + iv + v)	162,944	160,201
Total volume of water consumption (in KL)	162,944	160,201
Water intensity per rupee of turnover (Water consumed/ turnover)	0.0000013	0.0000014

Note:

Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Yes / No).
 If "Yes", name the external agency.: NO

4. Has the entity implemented a mechanism for Zero Liquid Discharge (ZLD)? If "Yes", provide details of its coverage and implementation:

The Company Plants implement Zero Liquid Discharge (ZLD) mechanism. The Company has installed combined Effluent Treatment plant and Sewage Treatment Plant (ETP+STP) of design capacity 320 KLD with primary, secondary, and tertiary treatment processes for treating the trade and domestic effluent generated. Treated water recycled / reused in various process like cooling tower make up, toilet flushing, Filter press and vessels cleaning at ETP and for Gardening purposes. Treated water entirely consumed within our premises and no water discharged out of factory premises.

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

Parameter	Please specify unit	Current Financial Year 2022-23	Previous Financial Year 2021-22
Nox	Ppm	6.12	6.18
SOx	mg/m3	28.76	29.7
Particulate Matter (PM)	mg/m3	42.23	43.77
Persistent organic pollutant (POP)	Not Applicable		
Volatile organic compounds (VOC)			
Hazardous air pollutant (HAP)			

Note:

Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Yes / No).
 If "Yes", name the external agency.: NO

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

Parameter	Please specify unit	Current Financial Year 2022-23	Previous Financial Year 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	12,970	14,086
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	19,102	20,533
Total Scope 1 and Scope 2 emissions per rupee of turnover		0.0000026	0.0000029

Note:

Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Yes / No).
 If "Yes", name the external agency.: NO



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7. Does the entity have any project related to reducing Greenhouse gas emissions?

If “Yes”, then provide details:

The Company has undertaken various initiatives to reduce greenhouse gas emissions by replacing low efficient devices with higher energy efficient devices as well as improve operational efficiency such as install energy efficient motors for doublers, replace ECC by VFD and AC Motors for Ropes making machines, install harmonic filters for shed no 1 and 2, and transition from fossil fuel initiatives such as shifting from LDO fired boiler to NG Fired boiler, replacing diesel operated forklifts by electric forklifts.

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

Parameter	Current Financial Year 2022-23	Previous Financial Year 2021-22
Total Waste Generated (in metric tonnes)		
Plastic Waste (A)	112.41	97.03
E-Waste (B)	9.17	14.35
Bio-medical Waste (C)	0.005	0.0054
Construction and Demolition Waste (C&D) (D)	30	45
Battery Waste (E)	0.97	7.27
Radioactive Waste (F)	0	0
Other Hazardous Waste (G) (Used or spent oil, residue containing oil etc)	32	35
Other Non-Hazardous Waste generated (H) (Please specify, if any)	483	530
Total Waste Generated (A+B+C+D+E+F+G+H)	668	728
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category Waste Name:		
(i). Recycled	424	488
(ii). Re-used	0	0
(iii). Other recovery operations	0	0
Total	424	488
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category Waste Name:		
(i). Incineration	31	33.49
(ii). Land filling	0	0
(iii). Other disposal operations	213	206.16
Total	244	240

Note:

Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Yes / No).

If “Yes”, name the external agency.: NO

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

At GTFL, we use water-based chemicals in our manufacturing process and avoid the use of hazardous / toxic chemicals to prevent any adverse impacts on the environment as well as to prevent air, water, and land pollution. Moreover, we focus on eco-friendly product development which requires less antifouling treatment leading to reduced copper sedimentation and deposition in sea water.



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

S. No.	Location of operations / offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Yes / No) If "No", the reasons thereof and corrective action taken, if any.
None of the Company's operations / offices are in ecologically sensitive area.			

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year 2022-23:

Name and brief of the project	EIA Notification No.	Date	Whether conducted by independent agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web-link
During FY 2022-23, the Company was not required to conduct any environmental impact assessments as per applicable laws.					

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 (Yes/No):

If "Not", provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation / guidelines which is not compliant	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control board or by courts	Corrective action taken, if any
The Company have been compliant with all applicable environmental laws, regulations, and acts of Government of India and Government of Maharashtra, thereby ensuring no case of non-compliance during the reporting period.				

Leadership Indicators

1. Provide breakup of the total energy consumed (in Joules or multiples) from Renewable Energy and Non-Renewable sources, in the following format:

Parameter	Current Financial Year 2022-23 (In Gigajoules)	Previous Financial Year 2021-22 (In Gigajoules)
From Renewable Sources		
Total electricity consumption (A)	30,811	34,940
Total fuel consumption (B)	7,218	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	38,029	34,940
From Non-Renewable Sources		
Total electricity consumption (D)	85,540	91,503
Total fuel consumption (E)	138,177	150,574
Energy consumption through other sources (F)	0	0
Total energy consumed from renewable sources (D+E+F)	223,717	242,076

Note:

Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Yes / No).
If "Yes", name the external agency.: NO



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2. Provide the following details related to water discharge:

The Company's sites are Zero Liquid Discharge (ZLD), therefore there is no water discharge.

Parameter	Current Financial Year 2022-23	Previous Financial Year 2021-22
Water discharge by destination and level of treatment (in kiloliters)		
(i). To Surface Water	-	-
-No treatment	-	-
-With treatment- please specify level of treatment	-	-
(ii). To Ground Water	-	-
-No treatment	-	-
-With treatment- please specify level of treatment	-	-
(iii). To Seawater	-	-
-No treatment	-	-
-With treatment- please specify level of treatment	-	-
(iv). Sent to Third Parties	-	-
-No treatment	-	-
-With treatment- please specify level of treatment	-	-
(v). Others	-	-
-No treatment	-	-
-With treatment- please specify level of treatment	-	-
Total water discharged (In kiloliters)	-	-

Note:

Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Yes / No).

If "Yes", name the external agency.: NO

3. Water withdrawal, consumption and discharge in areas of 'Water Stress' (in kilo litres):

None of the Company's sites are under water stress zone, as per CGWB report. Therefore, this question is 'Not Applicable'.

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

i. Name of area

ii. Nature of operations

iii. Water withdrawal, consumption, and discharge in the following format:

Parameter	Current Financial Year 2022-23	Previous Financial Year 2021-22
Water withdrawal by source (in kilo litres)		
(i). Surface Water	Not Applicable	
(ii). Ground Water		
(iii). Third Party Water		
(iv). Seawater/ Desalinated Water		
(v). Others		
Total volume of water withdrawal (in KL)		
Total volume of water consumption (in KL)		
Water intensity per rupee of turnover (Water consumed/ turnover)		
Water intensity (optional)- the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in Kilo litres)		
(i). To Surface Water	Not Applicable	
-No treatment		
-With treatment- please specify level of treatment		



(ii). To Ground Water	Not Applicable
-No treatment	
-With treatment- please specify level of treatment	
(iii). Sent to Third Party Water	
-No treatment	
-With treatment- please specify level of treatment	
(iv). Into Seawater	
-No treatment	
-With treatment- please specify level of treatment	
(v). Others	
-No treatment	
-With treatment- please specify level of treatment	

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

Not Applicable.

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

S. No.	Initiative undertaken	Details of the initiative (<i>Web-link, if any, may be provided along with summary</i>)	Outcome of the Initiative
1.	New Boiler of Higher efficiency installed	Old boiler had efficiency of 80%, as compared to new boiler which has efficiency of 88%	8% of Fuel reduction done.
2.	30 % Open Access wind Power Utilization	Wind power used to replace grid-based electricity which is predominant thermal-power supplied by MSEDCL.	Switch to green energy from grid energy resulting into reduced energy costs annually.
3.	Installing Harmonic Filters for Extruders	Improved Extruder energy efficiency and prevents energy loss	Prevention of energy loss.
4.	Old Air Conditioner replacement	Old Window AC with R-22 gas replaced with New Split AC with Green GAS R-32 (12 numbers)	10% power saving done as compared to Old AC. Approximate 0.25 Lacs savings per annum.
5.	Hazardous waste volume reduction	1) Installation of Sludge Drying bed for STP sludge 2) STP Sludge used as manure 3) Filter press operation for only ETP Sludge 4) ETP Sludge disposed to disposal facility	50% Sludge disposal quantity reduced to CHWTSDF disposal facility
6.	Water Consumption reduction	1. Water Audit 2. Upgradation of underground water piping and distribution system 3. Isolation valves, Pressure Gauges & Float Valves provided wherever required. 4. Waterless urinals installed 5. Rainwater harvesting for boiler feed water	2.6 Crore liters of fresh water saving per annum. The initiatives have helped in significantly reducing our freshwater consumption by 25% in FY 2021-22 and FY 2022-23 as compared to FY 2019-20.



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7.	Steam & fuel consumption reduction	<ol style="list-style-type: none"> Improvement in boiler efficiency by replacement of boiler tube headers, improved quality of Boiler treatment chemicals used. Lesser steam consumption due to reduction in steam losses due to actions - periodic Steam Trap Survey, Replacement of malfunctioned steam traps, steam pipelines resizing to reduce steam cycle time, Pressure Reducing Stations (PRS) installed to avoid excess pressure in distribution lines. Steam Control valves installed at extrusion, net processing to reduce excessive steam consumption. 	The initiatives have helped in reducing our steam consumption by 5% in FY 2021-22 and FY 2022-23 as compared to FY 2019-20. This has led to coal consumption reduction and GHG emission reduction.
8.	GHG Emissions reduction	<ol style="list-style-type: none"> Actions taken on Major GHG emission contributors i.e., fossil fuels – Coal and Electricity. Steam saving - PRS installation, steam traps survey, steam line resizing etc. Fuel saving - (Coal) Electricity consumption reduction by Installation of cold well gravity tank, Installation of VFD's, Replacement of IE1 20 HP Pump Motors of 250TR Chiller pump by IE3 Energy efficient Pump Motors. Electrical Energy transition – 32% of Renewable energy (Wind power) utilized being green power there were no GHG emissions Providing bus facility for Pune and Satara employees to & fro. 	<ol style="list-style-type: none"> Productivity in comparison to Coal Consumption improved by 25% in FY 2021-22 as compared to previous year. Productivity in comparison to electricity consumption improved in FY 2022-23 and 2021-22 as compared to the base year. The actions have led to reduction in electricity consumption and GHG emissions by approximately 30% in FY 2021-22.
9.	Product waste recycling	The entire HDPE & PP product waste recycled at Reprocessing dept and authorized recyclers.	70% of product waste is recycled.

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

The Emergency Control Plan implemented across all plants, outlining measures to manage emergency situations effectively. The plan includes:

- Emergency Control Centre (ECC): Equipped with communication facilities, PPE, breathing equipment, and contact information for key personnel, outside agencies, and government authorities. It also contains the Company's plant layout and nearby area maps.
- Assembly Points: In the event of an emergency siren, premises evacuation is mandatory. The layout indicates the exit paths and nearest assembly points.
- Contact Details: Contact information for members of the emergency evacuation team, firefighters, and first aiders prominently displayed at the main gate and various locations within the premises. Security at the main gate also has essential contact details for emergency services and local authorities.
- Controlling Team: A designated controlling team is responsible for managing emergency situations and coordinating necessary actions.
- Mock Drill: The Team Leader conducts half-yearly mock drills to assess employee awareness and implement corrective actions as and when needed.
- Firefighters and First Aid: Specific firefighting and first aid teams identified and trained to provide support in controlling fires and administering initial medical treatment.

The plan ensures preparedness and efficient response to emergencies in all plants, with clear guidelines and designated teams for various responsibilities.

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

At GTFL, we plan our dispatches in such a way that bulk quantity of numbers of products transported in a single dispatch to reduce the carbon emissions during transportation. Moreover, we have also given awareness to our value chain partners to provide transportation vehicles running on green fuel to minimize air pollution.

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

Nil.



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:

11

- (b) List the top 10 trade and industry chambers / associations (determined based on the total numbers of such body) the entity is member of / affiliated to:

S. No.	Name the trade and industry chambers / associations	Reach of trade and industry chambers / associations (State / National)
1.	India Technical Textiles Association (ITTA)	National
2.	Plastics Export Promotion Council (PLEXCOUNCIL)	National
3.	Confederation of Indian Industry (CII)	National
4.	Sports Good Export Promotion Council	National
5.	Indian Fishnet Manufacturers Association (IFMA)	National
6.	International Geosynthetics Society (IGS)	National
7.	The Coir Board	National
8.	Export Promotion Council for EOUs & SEZs Units	National
9.	Federation of Indian Export Organisation	National
10.	Mahratta Chamber of Commerce, Industries and Agriculture (MCCIA)	State
11.	International Erosion Control Association (IECA)	International

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:

Name of authority	Brief of the Case	Corrective action taken
	Nil	

Leadership Indicators

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

Public policy advocated	Method resorted for such advocacy	Whether information available in public domain (Yes / No)	Frequency of Review by Board	Web Link, if available
<p>The Company actively engages in discussions and dialogues at various state level, national and international associations, and forums, focusing on the industry's growth and sustainable development agenda. However, the company does not have a standalone Public Advocacy Policy nor a commitment around it. The Company has a long-standing partnership with National Committee on Precision Agriculture and Horticulture (NCPAH) to enhance farmers' income by developing innovative crop protection products, with aim to support livelihood opportunities for vulnerable and marginalized communities. Through initiative-taking collaboration with multiple industry associations, the Company addresses concerns related to taxation, foreign and domestic trade policies, presenting them to the relevant authorities in the State and Central Government for their consideration. Further, the Company actively supports government agencies in driving policy decision by providing essential data, inputs, and information through engaging with associations / forums and advocating laws and regulations of relevance and interest to sectoral and industry players.</p>				

Principle 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) projects undertaken by the entity based on applicable laws, in the current financial year 2022-23:

Name and brief detail 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
<p>The Company was not required to undertake any Social Impact Assessments (SIA) projects during FY 2022- 23 as per applicable laws.</p>					



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

Name of the project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	%Of PAFs covered by R&R	Amounts paid to PAFs in the FY (in INR.)
No projects for Rehabilitation and Resettlement (R&R) has been undertaken by the Company in FY 2022-23.					

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

The Company has a CSR Team to develop, implement, evaluate, and monitor its social development programs / projects on a regular basis by continuously engaging and interacting with the identified communities and local stakeholders in the areas of operation. The grievances, if any, are resolved effectively in a timely manner, as and when they arise by the CSR Team along with our implementing Partner / NGO.

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

Parameter	Current Financial Year 2022-23	Previous Financial Year 2021-22
Directly sourced from MSMEs / Small producers	6.00%	10.10%
Sourced directly from within the district and neighboring districts	4.80%	8.80%

Note:

MSME / Small Producers are mapped as per yearly declaration submitted by them.

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not applicable for the FY 2022- 23, since GTFL was not required to undertake Social Impact Assessments as per applicable law.	

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

State	Aspirational District	Amount Spent (in INR.)
The Company has not undertaken any CSR project targeting Aspirational District as identified by government bodies in the financial year 2022- 23.		

3. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year 2022-23), based on traditional knowledge:

Intellectual Property based on traditional knowledge	Owned / Acquired (Yes / No)	Benefit Shared (Yes / No)	Basis of calculating benefit share
During the reporting period, no IPR were registered by the Company based on intellectual properties owned or acquired based on traditional knowledge.			

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

Name of authority	Brief of Case	Corrective action taken
Not Applicable		


5. Details of beneficiaries of CSR Projects for FY 2022- 23:

S. No.	CSR Project	No. of persons benefited from CSR Projects	% Beneficiaries from vulnerable & marginalized groups
1.	Project Swasthya Seva - Health Care at Wai, Satara district of Maharashtra	Community at large	100%
2.	Project Sarva Shiksha - Promoting Education, Pan India project	Community at large	100%
3.	Project Vikas - Enhancing Livelihood / Rural Development across Wai, Satara district of Maharashtra and Chennai, Tamil Nadu	Community at large	100%
4.	Project Atmanirbhar Undertaking Livelihood enhancement and Skill development Projects at Wai, Satara district of Maharashtra	Community at large	100%

Principle 9: Business 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:

The Company places a high level of importance on addressing customer concerns and believes in adopting an adaptable, transparent, and problem-solving approach to resolve these issues efficiently and satisfactorily. An online portal is available to lodge customer complaint, which is acknowledged by the company's sales / supply chain team representative for addressing and resolving the concern in line with the Company's laid down policy and within a time frame. Continuous communication with the customer is ensured to gauge the root cause of the problem, align the solution as per customer's expectations, and appropriately implement corrective action, for formal closure of the complaint. The Company adopts various channels of communications to update the customer on the status of the complaint and steps taken i.e., email, SMS, and WhatsApp.

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

	As percentage to total turnover
Environmental and social parameters relevant to the product	The Company responds to these parameters basis specific requests received from the customer. In case of few of our products we do have user manual.
Safe and responsible usage	
Recycling and/or safe disposal	

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

	Current Financial Year 2022-23		Remarks	Previous Financial Year 2021-22		Remarks
	Received	Pending at end of year		Received	Pending at end of year	
Data Privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Customer Complaints	105	38	<i>Pending complaints as on 31st March, 2023 will be closed in FY 23-24. The same are under investigation stage with the Company.</i>	98	6	<i>Pending complaints as on 31st March, 2022, were closed in FY 2022-23.</i>



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

	Number	Reasons for recall
Voluntary Recalls	Nil	
Forced Recalls		

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:

The Company's Risk Assessment and Minimization Policy Statement identifies, analyses, and develops reduction cum avoidance systematic approach in an integrated manner across the entire company, including Information Security Management Framework Systems, Policies, and Procedures based on ISO 27001 Standard and frequently review the ISMS policies implemented through a third party. Regular capacity building and sensitization sessions are organized to upraise the users on policies, procedures, potential threats, and control mechanisms.

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

The Company has been compliant with all requirements; therefore, this question is not applicable.

Leadership Indicators

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

1. Company website for products and services: <https://garwarefibres.com/>
2. For registering Customer complaints- <http://172.16.60.8/ComplaintRegister/Default.aspx?>
4. Customer Toll free number for queries: 1800 120 5165
5. Sales enquiries Email id: sales@garwarefibres.com (Email communication of Sales enquiries from customer which is redirected to respective Sales team for taking it forward, as deemed appropriate)

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

The Company respond to product specific parameters basis requests received from the customers. In some of the products the company provides 'user manual' which comprises information about product's dos and dont's, responsible use, and safe disposal practices.

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

The Company is not involved in directly providing essential services. However, the Company ensures that its customers face minimum disruption in their operations and service. The Company has appropriate mechanisms and regularly communicates with customers to ensure seamless functioning of their operations.

4. a. Does the entity display product information on the product over and above what is mandated as per the local laws? (Yes/No/Not Applicable).

If "Yes", provide details in brief:

The Company provides product information as mandated by the law.

b. Did your entity carry out any survey with regard to customer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No):

The Company conducts market size and market survey study which inter-alia, includes customer satisfaction questionnaire through reputed market research agencies for selected business segments depending upon the business need and strategy.

5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact:

Nil.

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

Nil.