

Ref No: SEC/27/23-24

Date: 4<sup>th</sup> September, 2023

To,  
**BSE Limited**  
Department of Corporate Services,  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400 001  
Scrip Code: 539725

To,  
**National Stock Exchange of India Limited**  
Listing Department  
Exchange Plaza, C-1,Block G,  
Bandra Kurla Complex,  
Bandra (E), Mumbai - 400 051  
Symbol: GOKULAGRO

Dear Sir/Madam,

**Sub : Submission of Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2022-2023**

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**Ref : Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015**

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Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, kindly find enclosed herewith the Business Responsibility and Sustainability Report (“BRSR”) for the financial year 2022-23, which forms part of the Annual Report for the financial year 2022-23 submitted to the Stock Exchange vide dated 4<sup>th</sup> September, 2023.

Copy of 9<sup>th</sup> Annual Report of the Company including BRSR is also uploaded on the website of the company at [www.gokulagro.com](http://www.gokulagro.com).

Kindly take the above information on your record.

Thanking You,

Yours Faithfully,

For Gokul Agro Resources Limited

Viralkumar Thaker  
Company Secretary and Compliance Officer  
Membership No.: F8773

Encl: As Above

**Corporate & Registered Office**

Gokul Agro Resources Ltd., Crown 3, Inspire Business Park, Shantigram,  
Nr. Vaishnodevi Circle, S.G Highway, Ahmedabad-382421, Gujarat-India.  
p.: 079 6712 3500 / 6712 3501 | m.: 90999 08537 | fax: 079 67123502

**Plant(Gujarat):** 76/1p, 80, 89, 91 Meghpar Borichi, Galpadar Road

Nr. Sharma Resort, Taj.: AnjarDist.- Kutch-370110, Gujarat-india. m.:72269 27175

**Plant(Andhra Pradesh):** Survey No.929,929A &929B, Vill. EPURU BIT-1

Doruvulapalem Panchayat Muthukuru, Sri Potti Sriramulu Nellore Dist.-524323  
Andhra Pradesh, India. m: 72279 17006

# Business Responsibility & Sustainability Reporting Format

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1	Corporate Identity Number (CIN)	L15142GJ2014PLC080010
2	Name of the Entity	GOKUL AGRO RESOURCES LIMITED
3	Year of Incorporation	3 <sup>rd</sup> July, 2014
4	Registered Office Address	Crown 3, Inspire Business Park, Shantigram, Near Vaishnodevi Circle, S.G. Highway, Ahmedabad – 382421, Gujarat, India
5	Corporate Address	Crown 3, Inspire Business Park, Shantigram, Near Vaishnodevi Circle, S.G. Highway, Ahmedabad – 382421, Gujarat, India
6	E-mail	compliances@gokulagro.com
7	Telephone	+91 79 6712 3500/501
8	Website	www.gokulagro.com
9	Financial Year for which reporting is being done	1 <sup>st</sup> April 2022 to 31 <sup>st</sup> March 2023
10	Name of the Stock Exchange(s) where shares are Listed	BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
11	Paid-up Capital	Rs. 2950.87 Lakhs
12	Name and Contact Details (Telephone, Email) of the person who may be contacted in case of any queries on the BSBR report	Mr. Viralkumar Thaker Email ID: compliances@gokulagro.com Telephone: +91 79 6712 3500/501
13	Reporting Boundary - (Standalone or Consolidated basis)	Disclosures made in this report are on a Standalone basis.

### II. Products/Services

#### 14 Details of Business Activities (accounting for 90% of the turnover):

SN	Description of Main Activity	Description of Business Activity	% of Turnover
1	Manufacturing	Food, beverages and Tobacco products	100

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

SN	Product/Service	NIC Code	% of total Turnover contributed
1	Edible Oils & By Products	10402	86.96
2	Non Edible Oils & By Products	10406	8.81
3	De Oiled Cake/Oil Cake	10406	2.67
4	Vanaspati	10409	1.56

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	2	1	3
International	-	-	-

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

a.	Number of locations	
	<b>Locations</b>	<b>Number</b>
	National (No. of States)	26 States
	International (No. of Countries)	30 Countries
b.	What is the contribution of exports as a percentage of the total turnover of the entity?	9.78% of overall sales.

## c. A brief on Types of Customers

We are serving a large international and national customer base across various geographies. Customers includes: Household Consumers, Restaurants and Food Service Providers, Food Manufacturers and Processors Retailers and Wholesalers, Health-conscious Consumers.

## IV. Employees

## 18. Details as at the end of Financial Year:

		Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1	Permanent (D)	356	341	95.79%	15	4.21%
2	Other than Permanent (E)	0	0	0%	0	0.00%
3	Total employees(D + E)	356	341	95.79%	15	4.21%
<b>WORKERS</b>						
4	Permanent (F)	288	288	100%	0	0%
5	Other than Permanent (G)	406	406	100%	0	0%
6	Total workers (F + G)	694	694	100%	0	0%

## b. Differently abled Employees and workers:

		Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1	Permanent (D)	0	0	0	0	0
2	Other than Permanent (E)	0	0	0	0	0
3	Total differently abled employees (D + E)	0	0	0	0	0
<b>DIFFERENTLY ABLED WORKERS</b>						
4	Permanent (F)	0	0	0	0	0
5	Other than Permanent (G)	0	0	0	0	0
6	Total differently abled workers (F + G)	0	0	0	0	0

## 19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.50%
Key Management Personnel	3	1	33.33%

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

	Turnover rate								
	Current FY 2022-23			Previous FY2021-22			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	73.31%	50%	72.17%	82.89%	20%	79.50%	43.57%	26.09%	43.06%
Permanent Workers	2.5%	0%	2.5%	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

SN	Name of the Holding / Subsidiary / Associate Companies / Joint Ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Maurigo Pte. Ltd.	Subsidiary	100% by Gokul Agro Resources Ltd.	No
2	Riya International Pte. Ltd.	Step Down Subsidiary	100% by Maurigo Pte. Ltd.	No
3	Maurigo Indo Holdings Pte. Ltd.	Step Down Subsidiary	100% by Maurigo Pte. Limited	No
4	Pt. Riya Palm Lestari	Step Down Subsidiary	100% by Maurigo Indo Holdings Pte. Ltd.	No

**VI CSR Details**

22	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
	(ii) Turnover (in Rs.)	Rs. 10,05,783.35 Lakhs
	(iii) Net worth (in Rs.)	Rs. 55,237.41 Lakhs

**VII. Transparency and Disclosures Compliances**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	Current FY 2022-23			Previous FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending	Remarks	Number of complaints filed during the year	Number of complaints pending	Remarks
Communities	Yes	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)	<a href="https://www.gokulagro.com/investor-relations/">https://www.gokulagro.com/investor-relations/</a>	Nil	Nil	-	Nil	Nil	-
Shareholders		2	0	-	0	0	-
Employees and workers		Nil	Nil	-	Nil	Nil	-
Customers		Nil	Nil	-	Nil	Nil	-
Value Chain Partners		Nil	Nil	-	Nil	Nil	-

**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.

SN	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Innovation and technology	Opportunity	Implementation of new technologies and digitalization will enable the organization to be at the forefront as market leaders with better quality products.	NA	Positive
2	Waste Management	Risk	Responsible disposal of waste and reducing its generation, helps the Company to comply with environmental rules and regulations and ensure environmental sustainability.	NA	Positive
3	Health and safety of our people	Risk and opportunity	Risk: Occupational health and safety is a critical aspect for ensuring employee welfare. Non compliance with appropriate safety standards can attract high frequency of health and safety incidents. Opportunity: A robust EHS management system with appropriate hazard identification, mitigation plan and root cause analysis will showcase Company's commitments towards employee safety, increased productivity and motivation	i. Implementation of a Company-wide robust EHS management system ii. Training all employees and workers on safe working practices	Positive impact is due to increased productivity.
4	Social Responsibilities	Opportunity	Our Company understands its responsibility towards the society in which it operates and is initiating small but significant steps in bringing positive changes in the environment for sustainable development taking into consideration the interest of various stakeholders. Utmost importance is given to various CSR initiatives for education, good health and conservation of environment.	NA	Positive
5	Corporate Governance	Risk	Our Company believes in the highest level of accountability towards its stakeholders and therefore it actively promotes fair, transparent and ethical Corporate Governance practices. For better growth, profitability and stability of the business of the company, sound corporate governance is an essential. A strong, transparent governance framework is an essential to build the trust with stakeholders.	By adhering to our philosophy on the code of governance, we strive to build a, respected, trustworthy and admired business that will positively impact the lives of our stakeholders. Thus, our Company, through its Board, Committees and Senior Managerial Personnel endeavor to strike and deliver the highest governing standards for the benefits of its Stakeholders.	Negative The Non-compliance of corporate governance provisions can lead to various penalties & strictures from Regulatory authorities which can lead to financial and regulational losses to Company.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	YES	YES	YES	YES	YES	YES	YES	YES	YES
b. Has the policy been approved by the Board? (Yes/No)	YES	YES	YES	YES	YES	YES	YES	YES	YES
c. Web Link of the Policies, if available	<a href="https://www.gokulagro.com/investor-relations/">https://www.gokulagro.com/investor-relations/</a>								
2. Whether the entity has translated the policy into procedures. (Yes/No)	YES	YES	YES	YES	YES	YES	YES	YES	YES
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	YES	YES	YES	YES	YES	YES	YES	YES	YES
4. Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	YES	YES	YES	YES	YES	YES	YES	YES	YES
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	YES	YES	YES	YES	YES	YES	YES	YES	YES
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	YES	YES	YES	YES	YES	YES	YES	YES	YES

### Governance, leadership and oversight

- 7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)**
- We believe in creating a sustainable ecosystem that generates shared value for all our stakeholders. Our Company has pivoted its focus in transforming its business to operate in a more social and responsible manner. We are in the process to commence our sustainable journey this year by evaluating our operations to identify key areas that can be improved to enhance our performance on ESG parameters. The Company has set targets for reducing environment footprints of our products and operations and improve its performance in a continual manner.
- 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).**
- Mr. Jayesh Kumar Thakkar, Managing Director
- 9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.**
- The Company does not have specified Committee for decision making on sustainability related issues. However, the Directors and senior management monitor various aspects of the Company on a continuous basis.

**10. Details of Review of National Guidelines on Responsible Business Conduct(NGRBCs) by the Company:**

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Director								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Committees of the Board								

Subject for Review	"Frequency(Annually/ Half yearly/ Quarterly/ Any other – please specify)"								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Periodic basis								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Periodic basis								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	The policies are reviewed internally on a periodic basis. No independent assessment/evaluation review is conducted through external partners.								

**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)	Not Applicable								
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)									

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE****Essential Indicators****PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

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 training and its impact	covered under the respective category covered by the awareness programmes
Board of Directors	7	- Awareness session on the provisions of SEBI (Prohibition of Insider Trading Regulations) - ESG Awareness - Familiarization Programmes	100%
Key Managerial Personnel	10	- BRSR Awareness - Awareness Session on Corporate Governance	100%
Employees other than BoD and	30	- Fire Fighting Training - First Aid Training	76%

- KMPs
- Mock Drill
  - Fire Safety Training
  - SAP Functionality Training
  - Human Rights Training
  - Training on FEMA Guidelines
  - Insider Training
  - Awareness session on the provisions of SEBI (Prohibition of Insider Trading Regulations)

- Workers 55
- Fire Fighting Training 100%
  - First Aid Training
  - Mock Drill
  - Safety Training
  - Product Related Training

**2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format**

**(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website):**

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

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

Not Applicable

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

Yes, The anti-corruption and anti-bribery are part of Business Responsibility Policy of the organization. The policies can be viewed at Website of the Company. ([www.gokulagro.com](http://www.gokulagro.com))

**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 FY 2022-23	Previous FY 2021-22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	Current FY 2022-23		Previous FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA



**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.**

During the Financial Year 2022-23, there were no such reported cases in the Company.

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

Category	Current FY 2022-23	Previous FY 2021-22	Details of improvements in Environmental and Social Impacts
R&D	0	0	NA
Capex	0	0	NA

- 2. a. Does the entity have procedures in place for sustainable sourcing?** Yes
- b. If yes, what percentage of inputs were sourced sustainably?** 14.31 %

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

**(a) Plastics (including packaging):** Pre consumer plastic waste are sell to recyclers and Post Consumer plastic waste collected from end of users after that it collected as EPR system given by Central Pollution Control Board.

**(b) E-waste:** Generated E-waste sell to authorized re-furbisher or dismantler or recycler.

**(c) Hazardous waste:** The generated hazardous waste disposed off or recycled or reprocess as per Hazardous and Other waste Rule-2016.

**(d) Other waste:** Other solid waste e.g. generated fly ash sold to bricks manufactures.

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

Yes, Extended Producer Responsibility (EPR) is applicable to entity's activities and company is registered with Central Pollution Control Board (CPCB).The Waste collection plan is in line with the EPR plan submitted to CPCB.

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

**Essential Indicators**

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

Category	% of Employees Covered by										
	Total (A)	Health insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	341	0	0	341	100%	NA	NA	0	0%	0	0%
Female	15	0	0	15	100%	15	100%	NA	NA	0	0
Total	356	0	0	356	100%	15	100%	0	0%	0	0%
Other than Permanent Employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Category	% of Workers Covered by										
	Total (A)	Health insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	288	0	0	288	100%	0	0	0	0%	0	0%
Female	0	0	0	0	NA	0	0	0	0%	0	0%
Total	288	0	0	288	100%	0	0	0	0%	0	0%
Other than Permanent Workers											
Male	406	NA	NA	406	100%	0	0	0	0	0	0
Female	0	NA	NA	0	NA	0	0	0	0	0	0
Total	406	NA	NA	406	100%	0	0	0	0	0	0

## 2. Details of Retirement Benefits, for Current Financial Year and Previous Financial Year.

Benefits	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (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	95.74%	100%	Yes	96.31%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	0%	0%	NA	0%	0%	NA
Others – please specify	0%	0%	NA	0%	0%	NA

\*Note: As per Applicability under the employees ' State Insurance Act, 1948.

## 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, we have appropriate access for differently abled employees and workers.

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

Yes, our Company is committed for providing equal opportunities to all employees and candidates for employment. An equal opportunity policy has been prepared as per the Rights of Persons with Disabilities Act, 2016. Policy can be accessed at Website of the Company. ([www.gokulagro.com](http://www.gokulagro.com))

## 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	NA	NA	NA	NA
Female	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

## 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.

Particulars	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes. All employees/workers are encouraged to discuss formally or informally their grievance with their line Head of Department (HODs). In case query or grievances not resolved, then the workers or employees can raise it formally or informally to the Management. Also, Online platform is available for the employees to raise their complaint. Apart from this, Internal Complaints Committee has been formed for work place safety and protection against sexual harassment.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees]	

## 7. Membership of employees and worker in association(s) or Unions recognised 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 Union (B)	% (B/A)	No. of employees Workers in respective category (C)	No. of employees workers in respective category who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
<b>Total Permanent Workers</b>						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

## 8. Details of Training given to Employees and Workers:

Category	Current Financial Year 2022-23					Previous Financial Year 2021-22				
	Total (A)	On Health & safety measures		On Skill Upgradation		Total (D)	On Health & safety measures		On Skill Upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
<b>Employees</b>										
Male	341	341	100%	341	100%	281	281	100%	281	100%
Female	15	15	100%	15	100%	17	17	100%	17	100%
<b>Total</b>	<b>356</b>	<b>356</b>	<b>100%</b>	<b>356</b>	<b>100%</b>	<b>298</b>	<b>298</b>	<b>100%</b>	<b>298</b>	<b>100%</b>
<b>Workers</b>										
Male	288	288	100%	288	100%	272	272	100%	272	100%
Female	0	0	0%	0	0%	0	0	0%	0	0%
<b>Total</b>	<b>288</b>	<b>288</b>	<b>100%</b>	<b>288</b>	<b>100%</b>	<b>272</b>	<b>272</b>	<b>100%</b>	<b>272</b>	<b>100%</b>

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

Category	Current FY2022-23			Previous FY2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	341	341	100%	281	281	100%
Female	15	15	100%	17	17	100%
<b>Total</b>	<b>356</b>	<b>356</b>	<b>100%</b>	<b>298</b>	<b>298</b>	<b>100%</b>
<b>Workers</b>						
Male	288	288	100%	272	272	100%
Female	0	0	0%	0	0	0%
<b>Total</b>	<b>288</b>	<b>288</b>	<b>100%</b>	<b>272</b>	<b>272</b>	<b>100%</b>

## 10. Health and safety management system:

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

Yes. an integrated management system has been implemented as per ISO 9001, ISO 14001 and ISO 45001. The Company has deployed health and safety management system considering health and safety policy across all our plants and offices. To maintain Safety management system, regular internal audit and inspection is conducted and gap assessment modules are prepared to record corrective actions and improvement plans are prepared.

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

The Company has different procedures to identify hazards and assess risk on routine and non-routine basis. All potential work-related hazards are thoroughly evaluated and identified through Hazard Identification and Risk Assessment (HIRA). Control measures are then established and implemented to mitigate identified risks. To promote effective implementation of control measures, workers are provided with regular 'Safety talks' to communicate available control measures and ensure that all safety protocols are being followed. To reduce work related hazards, plant inspection and safety audit is conducted to highlight unsafe area/action.

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

Yes

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

Yes

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

Safety Incident/Number	Category	Current FY2022-23	Previous FY2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers	NIL	NIL
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	NIL	NIL
No. of fatalities	Employees	NIL	NIL
	Workers	NIL	NIL
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NIL	NIL

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

- Monthly safety visits by operations team across all the plants and scheduled Audits and Inspections to ensure effective implementation of Safety Management Systems.
- Eye Health Awareness campaign.
- We have appointed a team of Safety to strengthen the environment of Safety Culture amongst the employees towards safe working practices.
- Safety alerts are shared with all operational units.
- Training for firefighting and first aid is provided.

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

Category	Current FY2022-23			Previous FY2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	NIL	NIL	NIL	NIL
Health & Safety	NIL	NIL	NIL	NIL	NIL	NIL

**14. Assessments for the year:**

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

We have received safety audit report by third party towards the safety practices in the organization.

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

We are conducting regular training session for employees to strengthen the health & safety practices at the plants.

**PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders****Essential Indicators****1. Describe the Processes for identifying key stakeholder groups of the Entity.**

The Company identifies its key stakeholders by developing the list of interested parties, considering relationships and identifying individuals or groups that can influence or are impacted by the business.

**2. List Stakeholder Groups identified as key for your entity and the frequency of engagement with each Stakeholder Group.**

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Advertisement, Website, Phone Call, Pamphlet, E-mail, Face-to Face Meetings	Need Basis	Product Quality, Product Ingredients New product launches, Price Variation, Product Information etc.
Shareholder/ Investors	No	Stock Exchange Announcement Website, E-mail, Phone Call, News Paper Advertisement	Quarterly/ Annually/ Need Basis	Notice of Board & General Meeting Financial and Operational performance Growth Plan, Material Information & Other Statutory requirement.
Employees and Workers	No	Notice Board, E-mail, Face-to Face Meetings, Phone call, Chairman Message	On going and Need Basis	- Company undertakes various initiatives viz. - Environment, Health and safety Engagements POSH and Human Rights Trainings Code of Conduct Training
Suppliers & Contractors	No	Advertisement, Website, Phone Call, Pamphlet, E-mail, Face-to Face Meetings, Virtual Meetings, SMS	Daily	Quality and Quantity of Product, Payment Terms, Deliverables.
Financial Institutions, Bankers & Lenders	No	Quarterly Meetings, E-mail, Valuation Reports, Financial Discussion Meetings	Quarterly/ Annually	- Good Return on Investments - Business Sustainability - New Business Plans - Industry Overview - Financial Analysis
Communities	Yes	Direct or Through Implementating Agency	Ongoing	Social Responsibility

**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 FY2022-23			Previous FY2021-22		
	Total (A)	No. of employees workers covered (B)	% (B/A)	Total (c)	No. employee workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	356	356	100%	298	298	100%
Other than permanent	0	0	0%	0	0	0%
<b>Total Employees</b>	<b>356</b>	<b>356</b>	<b>100%</b>	<b>298</b>	<b>298</b>	<b>100%</b>
<b>Workers</b>						
Permanent	288	288	100%	272	272	100%
Other than permanent	406	406	100%	482	482	100%
<b>Total Workers</b>	<b>694</b>	<b>694</b>	<b>100%</b>	<b>754</b>	<b>754</b>	<b>100%</b>

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

Category	Current FY 2022-23					Previous FY 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)
<b>Employees</b>										
<b>Permanent</b>										
Male	341	0	0	341	100%	281	0	0	281	100%
Female	15	0	0	15	100%	17	0	0	17	100%
<b>Other than permanent</b>										
Male	0	0	0	0	0%	0	0	0	0	0%
Female	0	0	0	0	0%	0	0	0	0	0%
<b>Workers</b>										
<b>Permanent</b>										
Male	288	0	0	288	100%	272	0	0	272	100%
Female	0	0	0	0	0%	0	0	0	0	0%
<b>Other than permanent</b>										
Male	406	0	0	406	100%	482	0	0	482	100%
Female	0	0	0	0	0%	0	0	0	0	0%

## 3. Details of Remuneration/Salary/Wages, in the following format:

Particulars	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	4	Rs. 17 Lacs	0	-
Key Managerial Personnel	2	Rs. 2.82 Lacs	1	Rs. 3 Lacs
Employees other than BoD and KMP	335	Rs. 0.28 Lacs	14	Rs. 0.80 Lacs
Workers	288	Rs. 0.22 Lacs	0	-

**Note:**

- 1 BOD includes Executive Directors only.
- 2 KMP includes CS & CEO
- 3 All median remuneration / salary / wages mentioned above are on monthly basis.

## 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

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

Employees can share their feedback, ideas and grievances directly with Corporate HR Team (CHR). CHR team will revert with relevant solutions. The Company also has a team of members from the Prevention of Sexual Harassment (POSH) committee to handle related issues.

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

Category	Current FY2022-23			Previous FY2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	0	-	-	-	-	-
Other human rights related issues	0	0	-	0	0	-

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

The organization has set up the Internal Complaints Committee (ICC) in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and with the aim of addressing sexual harassment concerns. The committee consists of a diverse group of members, both internal and external, who come from relevant backgrounds. Members of the ICC are responsible for conducting inquiries pertaining to such complaints. On a regular basis, the Company sensitises its employees on the prevention of sexual harassment at the workplace through workshops, group meetings, online training modules and awareness programs. The Whistle Blower Policy/Vigil Mechanism of the Company strongly condemns any form of discrimination, harassment, victimization, or any unfair employment practices against individuals who file complaints. The Company considers any adverse consequences resulting from reporting such incidents as unacceptable, and all reported cases undergo thorough investigations.

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

Yes

**9. Assessments for the year:**

Particulars	% of your 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%
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.**

There were no significant risks/concerns arising from the above assessments.

**PRINCIPLE 6: Businesses should respect and make efforts to Protect and restore the Environment****Essential Indicators****1. Details of total energy consumption (in Giga Joules) and energy intensity, in the following format:**

Parameter	Current FY 2022-23	Previous FY 2021-22
Total Electricity Consumption (A) (GJ)	114,956	128,099
Total fuel consumption (B) (GJ)		
Coal (MT)	2,079,872	2,045,993
Agro Waste (MT)	93,960	267,784
LDO (KL)	0	200,707
Energy consumption through Other Sources (c)	0	0
<b>Total Energy Consumption (A+B+C) (GJ)</b>	<b>2,288,789</b>	<b>2,642,582</b>

Energy intensity per Lacs of Turnover (Total energy consumption /Turnover in Rupees) (In Giga Joules/Lacs)	2.28	2.61
Energy Intensity (Optional) – the relevant Metric may be selected by the Entity	-	-

**Note: Indicate if any Independent Assessment/Evaluation/Assurance has been carried out by an External Agency? (Y/N) If yes, Name of the External Agency.**

No, such assessment carried by external agency.

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

Not Applicable

3. **Provide details of the following Disclosures related to Water, in the following format:**

Parameter	Current FY 2022-23	Previous FY 2021-22
<b>Water withdrawal by source (in kilolitres)</b>		
(I) Surface Water	-	-
(ii) Ground Water	23,777	41,878
(iii) Third party Water	-	-
(iv) Seawater/Desalinated Water	-	-
(v) Others ( GWIL)	149,558	150,960
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>173,335</b>	<b>192,838</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>173,335</b>	<b>192,838</b>
<b>Water Intensity</b> Per lacs of Turnover (Water consumed/ turnover)	0.17	0.19
<b>Water Intensity</b> (Optional) - the relevant metric may be selected by the entity	-	-

**Note: Indicate if any Independent Assessment/Evaluation/Assurance has been carried out by an External Agency? (Y/N) If yes, Name of the External Agency.**

No. However assessment is completed by National Productivity Council (under Ministry of Commerce & Industry Govt. of India)

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

Yes, We have two type of waste water generated from the plant e.g. first is High TDS and second is low TDS effluent.  
(1.) The company have installed MEE system for treatment of high TDS effluent and treated water reused in the process.  
(2.) The company have installed ETP for treatment for process low TDS effluent and treated waste water reused in garden, green belt, dust suppression in coal yard and reused in process.

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

Parameter	Please specify unit	Current FY 2022-23	Previous FY 2021-22
NOx	ppm	10.82	11.84
SOx	ppm	16.39	17.64
Particulate Matter (PM)	mg/nm3	66.47	60.2
Persistent Organic Pollutants (POP)	ppm	-	-
Volatile Organic Compounds (VOC)	ppm	48.16	46.98
Hazardous Air Pollutants (HAP)	ppm	-	-
Others – please specify	-	-	-

**Note: Indicate if any Independent Assessment/Evaluation/Assurance has been carried out by an External Agency? (Y/N) If yes, Name of the External Agency.**

Yes, The company every month doing evaluation/environment monitoring of each stacks by M/s Earth Envirotech (GPCB Schedule-II auditor,) Laboratory.



6. Provide details of Greenhouse Gas Emissions (Scope 1 and Scope 2 Emissions) & its intensity, in the following format:

Parameter	Unit	Current FY 2022-23	Previous FY 2021-22
<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	Data under process for compilation	-
<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	Data under process for compilation	-
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	-	-	-
<b>Total Scope 1 and Scope 2 emission intensity</b> optional)– the relevant metric may be selected by the entity	-	-	-

**Note: Indicate if any Independent Assessment/Evaluation/Assurance has been carried out by an External Agency? (Y/N) If yes, Name of the External Agency.**

Yes, The company has appointed M/s SQSE Certification Private Limited, Goa for Assessment of quantification of GHG gases and the said assessment is under process.

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

Yes, The company have installed Solar Plant capacity 2.7 MW and three Wind Mills with capacity of 1.25 MW each for reducing of GHG emission. Also reduction in energy consumption through equipment up gradation.

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

Parameter	Current FY 2022-23	Previous FY 2021-22
<b>Total Waste generated (in metric tonnes)</b>		
Plastic Waste (A)	294.509	269.080
E-Waste (B)	1.440	0.000
Bio-medical Waste ©	0.056	0.012
Construction and demolition Waste (D)	NA	NA
Battery Waste (E) (Sell to buy back policy)	27 Nos.	16 Nos.
Radioactive Waste (F)	NA	NA
Other Hazardous Waste. Please specify, if any. (G)	-	-
Other Non-hazardous Waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	NA	NA
<b>Total (A+B + C + D + E + F + G + H)</b>	296.005	269.092
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of Waste</b>		
(i) Recycled		
a) Used Oil	1.150	0.000
b) Spent Catalyst Nickel	30.080	19.600
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
<b>Total</b>	31.230	19.600
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	0.000	0.000
(ii) Landfilling	51.440	34.220
(iii) Other disposal operations	0.000	0.000
<b>Total</b>	51.440	34.220
<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.</b>		

Yes. The company has appointed GPCB approved agnecy VVP Engineering College, Rajkot for the purpose of Environmental audit report.

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

Waste disposal is conducted using appropriate methods and directed to authorized disposal channels in compliance with the laws and regulations set by the regulatory authorities.

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:

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

The units are not located in ecological sensitive areas and no adverse impact on ecosystem and biodiversity have been reported due to our plant. However, environmental impact assessment was carried out before establishment.

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

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

Sr No.	Specify the law / regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
During the year under review the Company is compliant with the applicable environmental laws/regulations/ guidelines in India and no fines/penalties/actions were taken by regulatory agencies/ courts				

During the year under review the Company is compliant with the applicable environmental laws/regulations/ guidelines in India and no fines/penalties/actions were taken by regulatory agencies/ courts

## 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** We are associated with 7 (Seven) trade and industry chambers/associations.
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.**

Sr. No.	Name of the Trade and Industry Chambers/Associations	Reach of Trade and Industry Chambers/ Associations (State/National/International)
1	Round Table on Sustainable Palm Oil (RSPO)	International
2	Federation of Oils, Seeds and Fats Association (FOSFA)	International
3	The Solvent Extractors Association of India (SEA)	National
4	Palm Oil Refiners Association of Malaysia (PORAM)	International
5	International Castor Oil Association (ICOA)	International
6	The Soyabean Processors Association of India (SOPA)	National
7	Indian Oilseeds and Produce Export Promotion Council (IOPEPC)	National

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

Name of Authority	Brief of the Case	Corrective Action Taken
Not Applicable		

## PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

### Essential Indicators

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

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

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not applicable						

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

We have a grievance redressal mechanism which covers all our stakeholders. Active engagement with the community and stakeholders requires an effective grievance redressal system that includes feedback loops and conflict resolution mechanisms. Our 24x7 grievance cell allows beneficiaries and affected community members to seek prompt redressal. Additionally, we have an actionable internal structure in place to ensure time-bound resolution of issues, complaints, and grievances.

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

	Current FY 2022-23	Previous FY 2021-22
Directly sourced from MSMEs/ small producers	4.81	4.18
Sourced directly from within the district and neighbouring districts	8.83	15.14

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

### Essential Indicators

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

The Company has established a formal procedure to receive and handle consumer complaints or feedback and the Company makes reasonable efforts to receive, address and provide responses to any consumer complaints or feedback. All feedback and complaints are handled in accordance with the policy of the Company, ensuring that they are appropriately addressed and responded to.

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

Particulars	As a percentage to Total Turnover
Environmental and social parameters relevant to the product Safe and responsible usage Recycling and/or safe disposal	All necessary informations as per regulatory requirements are disclosed on all our products.

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

	Current FY 2022-23			Previous FY 2021-22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
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
Unfair Trade Practices	0	0	NA	0	0	NA
Other	0	0	NA	0	0	NA

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

Particulars	Number	Reasons for recall
Voluntary recalls	Nil	NA
Forced recalls	Nil	NA

**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 "Information Security Policy" in place. All the sensitive information is safeguarded by the Company. The Company is committed to protect the information of all users and consumers' data as well. Any violation in the standards of policy will lead to disciplinary actions. The policy can be accessed at Website of the Company.

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

No such event occurred in the current Financial Year 2022-23.