

August 10, 2022

श्रावण – शुक्लपक्ष – त्रयोदशी
विक्रम सम्वत् २०७९

National Stock Exchange of India Limited
“Exchange Plaza”
Bandra – Kurla Complex,
Bandra (E), Mumbai – 400 051
NSE Code: GHCL

BSE Limited
Corporate Relationship Department,
1st Floor, New Trading Ring, Rotunda Building,
P.J. Towers, Dalal Street, Fort, Mumbai – 400 001
BSE Code: 500171

Dear Sir/Madam,

Sub: Filing of Business Responsibility and Sustainability Report (BRSR) of the Company for the financial year 2021-22

Pursuant to NSE email dated July 15, 2022 and BSE notice No. 20220715-14 dated July 15, 2022, please find enclosed herewith copy of Business Responsibility and Sustainability Report for the financial year 2021-22.

Please note that copy of this intimation is also available on the website of BSE Limited (www.bseindia.com/corporates), National Stock Exchange of India Limited (www.nseindia.com/corporates) and website of the Company (www.ghcl.co.in).

You are requested to kindly take note of the same.

Thanking you

Yours faithfully

For GHCL Limited



Bhuwleshwar Mishra
Sr. GM-Sustainability & Company Secretary

Business Responsibility & Sustainability Reporting

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L24100GJ1983PLC006513
2. Name of the Listed Entity	GHCL Limited
3. Year of incorporation	14-10-1983
4. Registered office address	'GHCL House' Opp. Punjabi hall, Navrangpura, Ahmedabad- 380 009 (Gujarat)
5. Corporate address	'GHCL House' B-38, Institutional Area, Sector-1, Noida-201301 (Uttar Pradesh)
6. E-mail	secretarial@ghcl.co.in
7. Telephone	1204939900
8. Website	https://www.ghcl.co.in/
9. Financial year for which reporting is being done	2021-22
10. Name of the Stock Exchange(s) where shares are listed	NSE, BSE
11. Paid-up Capital	INR 95,35,07,860
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Bhuvneshwar Mishra, bmishra@ghcl.co.in, 0120-4939900/2535335
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	This report covers the period from 1st April 2021 to 31st March 2022. The report details the information of GHCL's sites that manufacture Soda Ash, Yarn, and Consumer Products Division. In addition to the aforementioned manufacturing facilities, the employee data also covers our marketing offices, corporate office and registered office. Further, the Corporate Social Responsibility data covers manufacturing facilities including Home Textiles division.

II. Products/services

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

S. No.	Description of the main activity	Description of business activity	% of the turnover of the entity
1.	Inorganic Chemicals	Manufacture of chemicals and chemicals products	75.64%
2.	Cotton Yarn/ Fabrics	Spinning and weaving	24.36%

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

S. No.	Product/Service	NIC Code	% of Total Turnover contributed
1.	Inorganic Chemicals	201	75.64%
2.	Cotton Yarn/ Fabrics	131/139	24.36%



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III. Operations

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

Particulars	Number of plants	Number of offices	Total
National	4	2	6
International	0	1	1

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	22 States and 3 Union territories
International (No. of Countries)	19

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

7.02%

c. A brief on types of customers

GHCL caters to their customers through Chemicals, Yarn and Consumer Products. Details on the product portfolio for the respective segments is provided in the section 'GHCL Business' of the Annual Integrated Report FY 2021-22. Brief about our segments and customers are given below

Our chemicals segment and consumer products segment caters to both- industrial segment and individual customers. Our yarn segment caters only to the industrial customers which are mainly textile manufacturing companies.

IV. Employees

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

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	715	656	92%	59	8%
2.	Other than Permanent (E)	29	27	93%	2	7%
3.	Total employees (D + E)	744	683	92%	61	8%
WORKERS						
4.	Permanent (F)	2,940	1,235	42%	1,705	58%
5.	Other than Permanent (G)	3,199	2,706	85%	493	15%
6.	Total workers (F + G)	6,139	3,941	64%	2,198	36%

b. Differently abled Employees and workers:

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	0	0	0	0	0
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	4	4	100%	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	Total workers (F + G)	4	4	100%	0	0

19. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	1	10%
Key Management Personnel*	3	0	0%

*Key Management Personnel stands for Managing Director, CFO and Company Secretary.

20. Turnover rate for permanent employees and workers

Particulars	FY 2021-22		
	Male	Female	Total
Permanent Employees	6.1%	10.2%	6.4%
Permanent Workers	13.1%	46.5%	32.5%

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

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated in column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Grace Home Fashions LLC-USA	Subsidiary	100	No
2	Dan River Properties, USA	Subsidiary	100	No
3	GHCL Textiles Limited*	Subsidiary	100	No

* GHCL Textiles Limited is incorporated to facilitate Scheme of demerger of Yarn business. Once process of demerger gets completed this company will be listed.



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VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: YES

(ii) Turnover (in Rs.) : 3778.36 Cr

(iii) Net worth (in Rs.) : 3090.25 Cr

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (If Yes, then provide web link for grievance redress policy)	FY 2021-22	
		Number of complaints filed during the year	Number of complaints pending resolution at the close of the year
Communities	Yes	22	Nil
Investors (other than shareholders)	Yes	Nil	Nil
Shareholders	Yes	8	Nil
Employees and workers	Yes	Nil	-
Customers	Yes	79	Nil
Value Chain Partners	Yes	19	Nil

Link to our investor grievance policy - <https://ghcl.co.in/wp-content/uploads/2022/04/GHCL-Investor-Grievance-Redressal-Policy.pdf>

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.

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 opportunity
1	Sustainable product	Opportunity	Shifting towards sustainable products and packaging solutions	NA	Positive
2	Sustainable packaging	Opportunity	is likely to help in bringing cost savings and allow for more efficient use of natural resources.	NA	Positive
3	Process improvement & innovation	Opportunity	Innovative manufacturing processes are anticipated to benefit GHCL by increasing gross output, reducing time per unit, and maximising employee utilisation.	NA	Positive

S. No. identified	Material issue	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 opportunity
4	Responsible value chain	Risk	Lack of E&S risk assessment by suppliers could result in unit closure, which would have an impact on our output.	Vendor/ supplier due diligence to have E&S indicators for evaluation along with periodic checks on E&S systems	Negative
5	Employee engagement	Opportunity	GHCL ensures an employee-friendly environment at the workplace. Employee engagement initiatives are likely to reduce attrition and increase productivity	NA	Positive
6	Learning and development	Opportunity	Our HR team fosters a culture of employee training in core business and cross-functional learning so that they can better understand our customers' requirements and recommend the best solutions for adoption.	NA	Positive
7	Health and safety	Risk	Injuries at manufacturing facilities have a negative impact on employee well-being and decrease company productivity.	<ul style="list-style-type: none"> • Process of regularly updating health and safety policies • Identify improvement areas periodic basis • Vision of Zero Accident and Zero Incident as part of our Sustainability Vision 2023 	Negative
8	Human rights and labour practices	Risk	Lack of attention toward human rights violations and labour relations may invite protests and strikes. External stakeholders are likely to raise concerns about these scenarios, which will reduce productivity.	GHCL provides a platform for its employees and workers to freely express their concerns. In addition, GHCL supports the unionisation of employees for the protection of labour rights.	Negative

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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 opportunity
9	Corporate social responsibility	Risk and Opportunity	<p>Risk</p> <p>There is a growing importance for companies to enhance their focus on safeguarding communities.</p> <p>Opportunity</p> <p>Ensure compliance with the latest CSR Rules.</p> <p>Empower communities through welfare initiatives in areas of education, rehabilitation, skill development and providing healthcare.</p>	<p>GHCL understands the role of CSR and engages with the community to create a positive impact through various initiatives.</p> <p>Additionally, we regularly engage with the local communities to understand and address their issues.</p>	Positive: social license to operate and local community supports impacts an organisation positively
10	Energy and GHG emissions	Risk	<ul style="list-style-type: none"> The Changing regulatory landscape around energy and GHG emissions can impact the business and operational activities of GHCL in the short, medium, and long term. Physical impacts of climate change such as changing patterns of precipitation, temperature and acute weather events can also impact the operations negatively. 	<ul style="list-style-type: none"> Investment in upgrading existing technology to minimise our GHG footprint Internal carbon price to manage carbon risks and opportunities. Continued focus on understanding the broader implications of climate change on GHCL's operations and supply chain and exploring climate change mitigation and adaptation solutions. 	Negative
11	Water	Risk	Water withdrawn for industrial use, can have a particularly strong impact in areas with high water stress.	GHCL has set a target to reduce freshwater consumption and is working relentlessly towards it	Negative
12	Waste	Risk	Safe disposal of hazardous waste and adequate disposal/recycling of non-hazardous is the sole responsibility of an organisation. Failing to do the same may lead to legal repercussions and related fines/penalties	GHCL has set a target to reduce waste generation and is working relentlessly to reduce its environmental footprint.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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	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	https://www.ghcl.co.in/brr-policies								
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 adopted by your entity and mapped to each principle.	-	Global Organic Textile Standard (GOTS) ISO 9001: 2015	OHSAS 18001:2007 SA 8000	SA 8000 ISO 9001:2015 ISO 14001:2015	SA 8000 ISO 45001:2018	ISO 14001: 2015	-	SA 8000	ISO 9001:2015 HALAL certification ISO 22000: 2018 (A Food Safety Management System)
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	30% reduction in high-risk suppliers	Implementation of internal carbon pricing	Be among the Top 100 Great Places to Work Achieve single-digit attrition rate 25% representation of overall female employees and 10% in executive cadre	Increased employment of specially abled candidates by 50%		Zero environmental incidences 20% specific freshwater consumption reduction 10% specific energy consumption reduction Green building certification for Noida office 20% reduction in GHG emissions Implementation of Internal Carbon Pricing		Evolve into a trusted CSR brand.	



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Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.			<p>GHCL has been recognized as a "Great Place to Work" (GPTW) for the 6th consecutive year. In addition, for the last three years, we have ranking consistently in the top 100 companies' Great Place to Work - Trust Index Survey</p> <p>Our attrition rate is 6.46%, we have been maintaining single-digit attrition since FY 2020-21.</p> <p>We have over-achieved our target with 39% overall representation of female employees. In the executive cadre, we stand at 8.3% female representation.</p>			<p>We have overachieved our target with 24% reduction in specific water consumption.</p> <p>Our specific GHG emissions have increased by 13% mostly due to the expansion of Soda Ash division. However, we are consistently working to reduce the same in line with our target.</p> <p>Our specific energy consumption has increased by 15% mostly due to the expansion at the Soda Ash division. However, we are consistently working to reduce the same in line with our target.</p>			<p>GHCL Foundation Trust has taken a collaborative approach and believes in acting responsibly for the communities in the areas of our manufacturing facilities. In addition, we are undertaking CSR efforts in the Kutch area of Gujarat, where our Greenfield project is in the way.</p>

Governance, leadership, and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG -related challenges, targets, and achievements

We are focused on creating shared value within the business, for our customers, suppliers, employees, communities, and all other stakeholders. Our Core Values, Respect, Trust, Ownership and Integrated Teamwork, are fostering the fuel for realising our vision and mission i.e., to grow our business responsibly, with governance, sustainability and responsibly maximising stakeholders' value.

Measuring, managing, and reporting environmental impact is not only important for the planet and the communities in which we work, it is essential for the future growth of our business. We have taken action to mitigate climate change and increasingly adaptation is a priority. We are evaluating the climate-related risks from our business, with the aim of developing a decarbonization map.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>DIN: 00121260 R. S. Jalan Managing Director</p>								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability-related issues? If yes, provide details	<p>Yes;</p> <p>The Board of Directors of the Company are responsible for risk oversight functions. The Risk & Sustainability Committee provide guidance for implementing the risk management policy across the organisation. The operational heads of each business units are primarily responsible for implementing the risk management policy of the company and achieving the stated objective of developing a risk intelligent culture that helps to improve the company's performance.</p> <p>Our Risk Management Committee has been constituted as per the requirement of Regulation 21 of the Listing Regulations. In order to strengthen Company's position in governance, risk management, sustainability, and compliance (GRC) and for the developing framework for risk management and stakeholders' value creation on sustainable basis, the Board of Directors in their meeting held on July 29, 2021, had extended the scope of the Committee, and renamed it to "Risk & Sustainability Committee".</p> <p>The Risk Management Committee consists of five members, including some Executive and Non-Executive directors. The committee comprises of Mr. Arun Kumar Jain (Chairman), Mr. Anurag Dalmia (Member), Mr. R S Jalan (Member), Mr. Raman Chopra (Member) and Mr. Neelabh Dalmia (Member). Furthermore, Mr. Bhuvneshwar Mishra is the secretary of the committee. The details of Committee and other particulars are mentioned in the Corporate Governance Report which is a part of the Board's Report. The policy on Risk Management as approved by the Board is uploaded on the Company's website - https://ghcl.co.in/corporate-governance-reports.</p> <p>The business responsibility performance of the company is assessed on a regular basis by the Managing Director, CFO& Executive Director (Finance) and, Sr. GM-Sustainability & Company Secretary along with respective business heads. Each business units' updates on various initiatives taken at their respective locations towards responsible business conduct which are reviewed during the operational review meeting on monthly basis.</p>								
10. Details of Review of NGRBCs by the Company:									
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee				Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)				
Performance against above policies and follow up action	<p>Yes, we conduct performance review against all the NGRBC principles. The details are mentioned below:</p> <ul style="list-style-type: none"> Operational Review (OR) meeting: Review the overall business risks under the guidance of Managing Director. Risk & Sustainability Committee: Review the performance of business risks against each indicator on periodic basis CSR Committee: Reviews the initiative taken on CSR Audit & Compliance Committee: Review the matter related to the compliance and internal control risks. Investor's grievance Committee: Review the matter related to the investor's grievances. Banking & Operations committee: Review the matter related to general authorisation for representing company before various forums and providing of authorisation for banking transactions. Nomination & Remuneration committee: Review the matter related to the talent acquisition, Employees Stock Options, Succession Planning and Board level appointment and nomination. <p>The action points on previous meetings are reviewed in the subsequent meetings and suitable clarifications are taken</p>				<ul style="list-style-type: none"> Operational Review meeting – monthly Risk & Sustainability – at least twice in a year CSR – at least twice in a year Audit & Compliance Committee – at least 4 times in a year Investors Grievance committee – every fortnightly Banking & Operations committee – need basis. Nomination & Remuneration Committee – at least once in a year and on need basis. 				



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Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Board of Directors and its various committees review the compliance requirements on quarterly basis. The details are given in corporate governance report in para 19 (Compliance Management System)								
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.	No An internal assessment of the workings of the BR policies has been conducted. In due course, the Company shall have an external assurance on the same as well.								

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	3	<p>[Principle - 1]</p> <ul style="list-style-type: none"> • Disclosure of Corporate Governance Report U/R 27 of the Listing Regulations. • Disclosure requirement w.r.t. Investors / Analysts meeting. • System Driven Disclosures under SEBI (Prohibition of Insider Trading) Regulation. • Updates on SEBI Takeover Regulations. • Updates on Non-convertible Debt Securities. <p>[Principle - 3]</p> <ul style="list-style-type: none"> • Updates on ESOP regulations <p>[Principle - 4]</p> <ul style="list-style-type: none"> • Disclosure of Corporate Governance Report U/R 27 of the Listing Regulations. <p>[Principle 1 and 4]</p> <ul style="list-style-type: none"> • Updates on simplified norms for processing investor's services & updating KYC of Shareholders. <p>[Principle 1 to 9]</p> <ul style="list-style-type: none"> • ESG reporting u/r 34 (2) (f) of the Listing Regulations <p>In addition to the above, functional management has also engaged the board on following topics ESG and Integrated Reporting, Business Updates, Export-Import Global Market Scenario, Forex Management, Role & Responsibility of Audit Committee, Related Party Transaction, Capex / Revenue Budget, Shareholding Pattern, Renewable Energy- Solar Project, Internal Auditor Report and Action Taken Report (ATR), Code of Conduct and Other Policies</p>	100%



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Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Key Managerial Personnel	12	All the topics mentioned above were explained to KMPs from time to time in their monthly meeting. Apart from the above, head of each division also placed other topics related to sustainable supply chain, vendor assessment, long term raw material supply contract, risk identification and management, CSR, green energy procurement and business development. [Principle 1 to 9]	100%
Employees other than BoD and KMPs	32	Environment, Social, Governance (ESG) Framework and ESG Metrics, risk management, board oversight, sustainability performance and ESG disclosure. ESG Indicators, Environmental Concerns and Trends, Social Concerns and Trends and Governance Concerns and Trends.	100%

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

There were no penalties imposed on the company by the Stock Exchanges or SEBI or any statutory or regulatory authority on any matter during the reporting period. Similarly, no orders passed by Regulators or Courts which would adversely impact the company and its future operations. Further, there were no incidences of significant fines levied or non-compliance with respect to the regulations concerning aspects related to the environment, labour, health and safety impacts of products and services, marketing communications.

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, our policy on Ethics, Transparency and Accountability covers anti-corruption and anti-bribery, which can be found at <https://ghcl.co.in/brr-policies>. Anti-corruption and anti-bribery policies are being developed and reviewed by our Board of Directors. Our organisation has a "zero tolerance" towards any form of bribery and corruption, and we pledge to act professionally, fairly, and with integrity in all of our business dealings and relationships, regardless of where we operate.

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

Nil

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

Nil. The company endeavors that issues related to conflict of interest shall be dealt with as per policy of the company and appropriate approval should be taken by the management and suitable disclosures shall be made in annual report.

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. We would like to state that there were no fines/ penalties imposed by regulators w.r.t. corruption and conflict of interest.

Leadership Indicators**1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:**

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
18	<ul style="list-style-type: none"> • Sustainable Supply Chain • EHS Compliance • Labour & Human Rights • Labours working condition • GHCL Code of Conduct 	10%

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes. We have a well-defined process for redressal of situations related to conflict of interest which is mentioned in our Code of Conduct, and policy for Board and Senior Management. In addition, we have Grievance Redressal Policy which informs our shareholders about conflict management. During the year under review, we received and resolved eight cases of grievances or complaints from our shareholders.

As a practice, the company discourage related party transactions. Although, in exceptional circumstances, appropriate approval mechanism is in place to obtain approval of Board / Audit committee and shareholders, which may arise during the course of business activities. Further, interested director is prohibited in decision making process related to Related Party Transaction (RPT).

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 products and processes to total R&D and CAPEX investments made by the entity, respectively.**

	Amount	Percentage	Details of improvements in environmental and social impacts
Capex	INR 173 Crores	37%	<ol style="list-style-type: none"> 1. Infrastructure development: Shed and road revamping projects 2. Emission Reduction: Installation of the dedusting unit 3. Secondary RO plant to reduce freshwater dependency 4. Solar power plant in Yarn division

Note: No R&D initiatives have been taken during the year under review.



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

Yes. The GHCL supplier Code of Conduct is required to be signed by all suppliers and vendors who work with the company. In addition, we are now implementing a supply chain risk reduction programme to reduce the risk in our supply chain. As a part of the program, we are screening our suppliers on Environmental, Social and Governance (ESG) criteria and then engage with them to bring them to power with the expectations of GHCL.

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

During the reporting year, for Soda Ash approximately 50% to 55% of inputs materials are sourced sustainably. Similarly in Yarn we have sourced cotton approximately 15% of our requirement sustainably through Better Cotton Initiative (BCI).

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.

Our company strongly believes in waste minimisation and increasing waste utilization as a part of our drive for process efficiency and product stewardship.

(a) Plastics: Our Soda Ash division has covered various states under Plastic Waste Management (PWM) Programme. We are engaging with M/s. Shakti Plastics Industries for collection and safe disposal of plastic waste.

(b) E-waste: We practice on-site collection and segregation of waste, which is then transported and sold to authorized registered recyclers.

(c) Hazardous Wastes: Hazardous wastes generated from our facilities are efficiently disposed of to mitigate any negative impacts on the environment. All the hazardous waste is disposed of through authorised and registered dealers. We undertake a monthly Safety, Health and Environment (SHE) Performance Matrix and audit to track the performance of waste minimisation activities and audit the storage and segregation of waste on site. Our environmental strategy, policies, systematic waste segregation and treatment measures and waste disposal procedures are aligned in accordance with strict environmental regulatory guidelines.

(d) Other Waste: Our Yarn division re-uses 50% of waste cotton back into the operations. In addition, we are recycling fly ash waste generated from boilers to manufacture bricks and paver blocks.

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 for GHCL. We focus on product end-of-life management that is both sustainable and cost-effective. We have a waste collection plan that is in line with the EPR action plan, with a thorough model for product package collection and disposal. We designed and submitted a Producer, Importer, and Brand Owner (PIBOs) action plan in accordance with our EPR liability because EPR Liability for Producers focuses on 100% of the plastic packaging supplied into the market. The Central Pollution Control Board has finally approved our PIBOs action plan.

Leadership Indicators

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

NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
24117	Soda ash		Soda ash division	No	No

We have an standard operating procedures (SOP) which is applicable for all our plants. It covers the environmental aspects of GHCL activities, products, and services that it can control or influence, as these may offer the greatest opportunity to reduce resource use and minimize pollution or waste.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Name of Product / Service	Description of the risk / concern	Action Taken
Limestone mining	Land use, dusting	Mines reclamation & afforestation
Raw material handling/ Storage	Air emission, Utilizations of energy/ natural resources	Compliance with statutory norms, Cost reduction project & EHS objective
Utility & Power Plant	Air emission, waste generation, Energy utilization, Natural resource utilization	Compliance with statutory norms & Cost reduction project
Packaging & bagging	Plastic waste generation	Utilization of bulkers

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

Indicate input material	Recycled or re-used input material to total material
Fines (coke, briquette & anthracite)*	41%

*Fines are reused in Soda Ash division, hence-total raw material of the respective unit is considered for calculation

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed:

	FY 2021-22		
	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	2,677 MT through M/S Shakti plastics	-
E-waste	-	-	4.03 MT
Hazardous waste	-	-	16.99 MT
Other waste	-	-	1,26,720 MT



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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Plastics (including packaging)	2,677 MT

*Plastic is reclaimed in Soda Ash division, hence-total raw material of the respective unit is considered for calculation

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	656	656	100%	656	100%	N.A.	N.A.	656	100%	51	8%
Female	59	59	100%	59	100%	59	100%	N.A.	N.A.	17	29%
Total	715	715	100%	715	100%	59	8%	656	92%	68	10%
Other than Permanent employees											
Male	27	21	172%	21	78%	N.A.	N.A.	0%	0	0	33%
Female	2	0	0	0	0	0	0	N.A.	N.A.	0	0
Total	29	21	72%	21	72%	0	0%	0	0%	9	31%

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	1,235	1,235	100%	1,235	100%	N.A.	N.A.	0	0%	0	0%
Female	1,705	1,705	100%	1,705	100%	1,705	100%	N.A.	N.A.	14	1%
Total	2,940	2,940	100%	2,940	100%	1,705	58%	0%	0%	14	0.5%
Other than Permanent workers											
Male	2,706	2,706	100%	2,706	100%	N.A.	N.A.	0	0	0	0%
Female	493	493	100%	93	100%	69	14%	N.A.	N.A.	0	0%
Total	3,199	3,199	100%	3,199	100%	69	2%	0	0%	0	0%

2. Details of retirement benefits.

Benefits	FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/ N.A.)
Provident Fund	100% of the permanent employees are covered under Provident Fund	100% of the permanent workers are covered under Provident Fund	Yes
Gratuity	100% of the permanent employees are covered under Gratuity	100% of the permanent workers are covered under Gratuity	Yes
ESI	15%	81%	Yes

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

Ramps are available at all of our locations to make it easier for those with disabilities to move around. Most of our offices include elevators and infrastructure for people with disabilities. Our Ahmedabad office, however, does not meet the requirements of the Rights of Persons with Disabilities Act, 2016, but we are working on making it more accessible to people with efferently able (दिव्याङ्ग)

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. In accordance with the rules of the Rights of Persons with Disabilities Act of 2016, our company has implemented a non-discrimination policy. We are committed to being an equal opportunity employer who provides a welcoming and discrimination-free environment for all of our employees. Our non-discrimination policy is available on our intranet and is accessible to all employees.

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	100%	100%	100%	100%
Total	100%	100%	100%	100%

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes.
Other than Permanent Workers	Yes. We have always believed in open and transparent communication. Employees are encouraged to share their concerns with their business heads, HR, or the members of the senior management through trade unions.
Permanent Employees	Yes. We have a Grievance Redressal Mechanism in place where
Other than Permanent Employees	in the grievances are received and redressed

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

Category	FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)
Employees			
Permanent	715	0	0%
Other than permanent	29	0	0%
Total	744	0	0%
Workmen *			
Permanent	2,940	1,037	35%
Other than permanent	3,199	180	6%
Total	6,139	1,217	20%

*At Soda Ash Division, 100% of permanent workmen are part of associations/trade unions. The contractual labour or 'other than permanent' workmen are not part of any union. At Yarn Division, 18% of permanent workmen are part of associations/trade unions. The contractual labour or 'other than permanent' workmen are not part of any union. At CPD Division, 100% of permanent and other than permanent workmen are part of associations/trade unions.

8. Details of training given to employees and workers:

Category	FY 2021-22				
	Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)
Employees					
Male	683	293	43%	447	65%
Female	61	0	0%	27	44%
Total	744	293	40%	474	63%
Workmen					
Male	3,941	3,100	79%	214	5%
Female	2,198	649	30%	2	0%
Total	6,139	3,749	61%	216	4%

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

Category	FY 2021-22		
	Total (A)	No. (B)	% (B / A)
Employees			
Male	656	460	70%
Female	59	23	39%
Total	715	483	68%
Workers			
Male	1,235	597	48%
Female	1,705	15	1%
Total	2,940	612	21%

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? If yes, the coverage such system

Yes, we have implemented occupational health and safety management system. As a responsible organisation, we consider health and safety parameters as critical aspects of our progress and also have established a robust approach to manage safety risks to eliminate occupational hazards and workplace injuries for our employees and contractors working within our premises. Over the years, we have put great efforts on strengthening our safety management system at all locations on the basis of the globally recognised ISO 45001:2018. ISO 45001:2018, the new international certification standard in Occupational Health and Safety Management Systems (OHSMS), supports us in implementing a comprehensive approach to occupational health and safety and in improving upon an existing OHSMS. Our occupational health and safety management system encompasses more than health and safety program, it includes health and safety policies, systems, standards, and records, and involves incorporating health and safety activities and program into our business processes. In addition, to ensure an effective OHS management system, we have taken below mentioned steps:

- **Management leadership and commitment:** Our Senior Management provides the vision, establishes policy, sets goals, and provides resources to lead and support the implementation of OHS management programs and system.
- **Safe work procedures and written instructions:** The safe work procedures and practices ensure that everyone in GHCL knows their responsibilities and are performing their duties effectively.
- **Health and safety training and instruction:** We ensure that everyone in the workplace (from senior management to frontline workers) understand their responsibilities when it comes to implementing and maintaining a healthy and safe workplace.
- **Identifying hazards and managing risk:** We have systems in place which helps us in managing

the risk in the workplace. It includes identifying, assessing, and controlling the potential risks/hazards to ensure safety of our people

- **Investigation of incidents:** Our prompt incident investigations help us in identifying root causes of unsafe conditions. Our incident investigation team with the management identifies ways to prevent similar incidents from happening in the future. We ensure that all the employee follows the requirements for incident investigation documentation and reporting specified under occupational Health and Safety Regulation.

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

Our Safety Management System have set up requirements under Safety Policies for OHS improvements, SOPs, work instructions, daily record-keeping and reporting in place to ensure that daily routine operations are carried out in accordance with our HSE policy. We assist our employees and contractors in being aware to potential hazards by conducting task and workplace hazard identification and risk assessments, which helps to reduce risk. Our hazard identification and risk assessment guidance document provides employees a strategy to identifying, analysing, assessing, and evaluating various risks. It also entails evaluating new technologies to ensure that they are handled safely. We have also placed measures such 'HSE scorecard system' and a custom-made app reporting system 'G-SOS' for our employees that are currently in the system. We maintain a WhatsApp group exclusively for Near miss, Unsafe act & Unsafe Condition where regular updates are received and acted upon.

We ensure that identified near misses, unsafe acts, and unsafe conditions will be remedied within 21 hours of the incident or within a maximum of 7 days. We have also made it mandatory to wear safety belts when working at heights or with machines. Work permits are issued by an authorised person who ensures that the work is provided to a person who is familiar with the work environment and dangers involved in order to reduce risk for a job where some of the actions done are hazardous.



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

Yes. We encourage our employees to report the work-related hazards to the shop floor shift in charge. As we have a small unit, the production manager is easily accessible at the shop floor for any safety related incidents.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services?

Yes, all the employees and workers of our company are covered under the company's personal accident policy.

11. Details of safety related incidents:

Safety Incident Number	Category	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) per one million-person hours worked)	Employees	0.30
	Workers	1.28
Total recordable work-related injuries	Employees	1
	Workers	17
No. of fatalities	Employees	0
	Workers	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0
	Workers	0

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

At GHCL, we believe that maintaining the safety of our employees, visitors, and the general public is critical to our long-term success. We maintain that a safe and healthy workplace is both a fundamental human right and a commercial necessity. We've implemented best-in-class safety standards and implemented a variety of measures to ensure that employees and workers are safe and healthy in the workplace. We have been working toward attaining 'Zero Harm,' and have established a goal of zero reportable injuries across all of our operations as part of our Sustainability Vision 2023. For our employees at GHCL, our goal of "Zero Harm" implies "Zero Accident and Zero Incident.". Some of the measures taken we have taken to ensure a safe and

healthy workplace includes fire mock drill trainings, fire safety system, creche, playing area, relax room, yoga room, 24x7 security, washroom. For differently abled employees, we have maintained parking space for car, widened doorways to allow a wheelchair to pass through easily and upgraded lift etc. In addition, through our sustainable supply chain initiatives, we are working with our value chain partners to ensure that health and safety risks are minimized for their employees and contract workers.

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

	FY 2021-22	
	Filed during the year	Pending resolution at the end of year
Working Conditions	Nil	Nil
Health & Safety	Nil	Nil

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100% of our plants and offices were assessed internally for compliance to human rights and safety practices.
Forced/involuntary labour	
Health and safety practices	
Sexual harassment	

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:

GHCL has established a robust approach to identify, understand, control, and manage risk associated with hazards at workplace, including man-machine interaction, process safety and fire hazards. Improvement areas are identified on a regular basis and corrective efforts are made to prevent their recurrence in order to create a safe working environment and eliminate manual interventions. We have frequent training programmes on standard safety measures to be implemented, and knowledge of best practises is communicated across all plant locations. Employee

participation in incident reporting, safety observations, and near-miss reporting is a priority for us. The corrective steps performed during incident investigations are presented at quarterly meetings, and appropriate actions are taken to ensure their effective implementation.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (B) Workers.

Yes, all employees and workers of GHCL are covered under Group Accident Policy. In addition, benefits like Mediclaim Policy and Group term insurance are also provided to employees

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

Our admin department looks after the contractual employees and ensures that statutory dues are being deducted and deposited by the value chain partners every month. In addition, we have a robust system and compliance tacker tool which ensures effective management and reporting of the statutory dues of the value chain partners. Our admin department ensures that statutory dues such as PF, Gratuity etc. are deducted and deposited by the value chain partners every month.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/workers	No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment
Employees	Nil	NA
Workers	Nil	NA

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)

Yes, we provide transition assistance programs for the retired employees. Interested retired employees are often hired as consultants on a fixed term employment on need basis.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Approximately 10% of value chain partners have been assessed.
Working Conditions	

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

Our people are at the heart of our business’s success, and their health and safety are of the utmost importance to us. During the reporting year, we provided capacity building to all of our civil contractors, instructing them on how to observe all relevant safety standards, such as wearing a safety belt. In addition, relevant workshops were conducted by the individual team members for workers who were injured while working. Following the injury, the sessions were held to determine the cause and take corrective measures to establish a more robust safety system.

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.

We acknowledge the importance of stakeholders in doing its business responsibly by creating a balance among the economic, social, and environmental objectives. We believe in the concept of inclusive growth, which is guided by our governance policies leading to enhanced transparency,



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responsiveness, and accountability in all our business dealings. The stakeholder engagement process is conducted by mapping out existing relations across our value chain. We analyse those stakeholders who can be impacted by our business operations and those who can impact our growth prospects. Our employees are one of our critical internal stakeholders. Hence, we strive for their welfare, wellness, health and create a conducive workplace. Our external stakeholders encompass customers, investors, government, regulatory bodies, knowledge partners, memberships, associations, etc. These stakeholders are managed through a stakeholder matrix that outlines how each stakeholder is engaged and the frequency and channels of engagement and communications. We are committed to providing quality products, safe operations and better social, environmental and health management practices across our business value chain

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	No	<ul style="list-style-type: none"> Annual General Meeting Quarterly earning calls and presentation Investor conferences Press releases and newsletters Regular disclosures to stock Exchange Updates on website of the Company 	Quarterly and Event based	<ul style="list-style-type: none"> Establishing long communication channel with our investor Providing updates in our key strategic decision and also updates our annual performances Taking feedback for improving our services
Suppliers	No	<ul style="list-style-type: none"> Suppliers / Vendors meet Suppliers' feedback and periodic site visits VENDX portal 	Monthly and need-based	<ul style="list-style-type: none"> Payment terms Growth of suppliers Fair and transparent dealing Loading/ unloading infrastructure Hygiene and sanitation infrastructure Safety system and performance
Employees	No	<ul style="list-style-type: none"> MD Speaks Town Hall Meeting Shop floor meeting GHCL TEA (Think, Experiment and Adopt) MILAP (Medium for interactive, Lateral and Actionable Partnership) DISHA meeting Engagement survey Monthly and quarterly publications and newsletter 	Quarterly and need-based	<ul style="list-style-type: none"> Providing updates on our quarterly financial performance Taking feedback for system improvement Exploring new ideas for business opportunity Develop a culture of learning organization Resolving grievance if any

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Community	No	<ul style="list-style-type: none"> Community meetings and visits Participatory rural appraisals including focus group discussion, awareness camps, exposure, and training visits for beneficiaries Interaction for local bodies 	Ongoing	<ul style="list-style-type: none"> Livelihood support Hygiene and sanitation facilities Healthcare facilities Education Local employment Infrastructure development Air and water pollution Resource optimization
Customers	No	<ul style="list-style-type: none"> Customer satisfaction surveys Direct customer relationship management satisfaction initiatives Regular customer / distributor notes 	Ongoing	<ul style="list-style-type: none"> Product quality Delivery Customer connect Credit period and transparent payment terms Packaging Health and safety aspects Innovation

Leadership Indicators

- 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.**

We conduct an extensive consultation with all concerned stakeholders and work towards finding better ways and means of value creation. Explicit and perceived stakeholder concerns are regularly reported to the executive committee for consideration, while the Company's policies and actions are shared as input for the stakeholders. The concerns identified during stakeholder engagements are viewed as both risks and opportunities for the Company. We identify strategies to mitigate the risks and capitalize on the opportunities that follow.

- Whether stakeholder consultation is used to support the identification and management of environmental, and social topics. 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 consultation is used to support the identification and management of environmental, and social topics. We engage with our stakeholders to uncover all the aspects of economic, environmental, and societal issues. We believe that stakeholder engagement leads to increased transparency, responsiveness, compliance, organisational learning, quality management, accountability, and sustainability. We have identified five key stakeholder groups who have high interest in Company as well as those who have high influence over the business. We engage with our stakeholders through our various modes of engagement to identify their key environment, social and governance concerns.

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

GHCL has been working towards upliftment of the communities around its plants in the areas of animal husbandry, agriculture, healthcare, and education. We connect with the marginalised and vulnerable elements of our society on a regular basis as a responsible corporate citizen. We used a variety of methods to identify vulnerable and marginalised stakeholders, including desktop research, targeted group discussions, and social need assessments. Our major engagement channels are with communities benefiting from our CSR interventions. We engage with them frequently through need assessment and other participatory methods to understand their needs and the impact that has been created after our interventions. We have also provided crucial Covid-19 assistance to our most vulnerable stakeholders, including communities and farmers.

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:

Category	FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)
Employees*			
Permanent	715	715	100%
Other than permanent	29	29	100%
Total	744	744	100%
Workmen			
Permanent	2,940	181	6%
Other than permanent	3,199	0	0%
Total	6,139	181	3%

*All our employees have signed the Code of Conduct which highlights the salient features of our human rights policies.

2. Details of minimum wages paid to employees and workers:

Category	FY 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)
Employees					
Permanent					
Male	656	0	0	656	100%
Female	59	0	0	59	100%
Other than Permanent					
Male	27	0	0	27	100%
Female	2	0	0	2	100%
Workmen					
Permanent					
Male	1,235	0	0%	1,235	100%
Female	1,705	0	0%	1,704	100%
Other than Permanent					
Male	2,706	1,858	69%	848	31%
Female	493	67	14%	426	86%

3. Details of remuneration/salary/wages:

	Male		Female	
	Number	Median remuneration/salary/ wages of respective category	Number	Median remuneration/salary/ wages of respective category
Board of Directors (BoD)	9	78,60,000	1	44,70,000
Key Managerial Personnel	3	4,56,14,484	Nil	Not applicable
Employees other than BoD and KMP	923	6,20,411	78	3,34,297
Workers	2,223	1,87,778	1,890	1,12,224

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, we have a grievance redressal committee that has been established to assist in the resolution of human rights impacts or issues that arise throughout the course of operations.

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

GHCL ensures that human rights are strictly adhered to. We have constituted human rights policy and adherence to the policy is critical to us. Our POSH and Grievance Redressal Committee plays a major role to redress human rights related issues, if any. The details of working of both the committee are explained below:

POSH Committee

GHCL has zero tolerance towards sexual harassment at the workplace and upholds the responsibility to identify and prevent sexual harassment. We have adopted policy on prevention, prohibition, and redressal of sexual harassment at workplace in line with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act. This policy is applicable to all the employees and workers in GHCL.

Grievance Redressal Committee

We have successfully implemented Executives Grievance Redressal Policy through GHCL Employee Management System (GEMS) platform and going ahead, we will be

digitalizing this whole policy. The motive of this policy is to ensure grievance are dealt in line with grievance redressal procedures. Under this policy, two level of committees are formed. If the response for the grievance/issue raised from first level of committee was not found satisfactory than the issue can be escalated to another level of committee with proper explanation. Further, final response must be communicated within 30 days to the complainant.

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

	FY 2021-22	
	Filed during the year	Pending resolution at the end of year
Sexual Harassment	NIL	NIL
Discrimination at workplace	NIL	NIL
Child Labour	NIL	NIL
Forced Labour/ Involuntary Labour	NIL	NIL
Wages	NIL	NIL
Human Rights Issues	NIL	NIL

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

GHCL is committed to providing equal opportunities to all individuals and is intolerant towards discrimination and / or harassment based on race, sex, nationality, ethnicity, origin, religion, age, disability, sexual orientation etc. as protected



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by applicable laws. Our policies on Non-Discrimination, POSH, Whistle-blower & Grievance Redressal ensure that our employees are adhered to our commitment. Our Grievance Redressal Mechanism is available in GEMS which is accessible to all employees for posting grievances at any point of time. We also sensitise our employees on regular basis on the prevention of sexual harassment at the workplace through workshops, group meetings, online training modules and awareness programme which are held on a regular basis.

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

Yes, we have a strict guideline on human rights issues in all external contracts. Internal control procedures are also in place to ensure human rights compliance. All contracts are continually checked for adherence to rules.

Leadership Indicators

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

We modified our grievance redressal system and formed three new committees: the grievances redressal committee, the safety committee, and the VISAKA committee.

We also engage with our value chain partners on a regular basis through awareness seminars and assessments based on policy requirements. Furthermore, we have devised a special action plan based on any probable non-compliance with human rights policy criteria.

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

Compliance to the human rights policy is of utmost importance at GHCL. Going forward, we intend to do human rights due diligence on both our operations and our partners.

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?

Our various locations have ramps for easy movement of differently abled people. Most of our offices include elevators and infrastructure for people with disabilities. Our Ahmedabad office, however, does not meet the

requirements of the Rights of Persons with Disabilities Act, 2016, but we are working on making it more accessible to people with disabilities.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Approximately 10% of value chain partners have been assessed.
Discrimination at workplace	
Child Labour	
Forced Labour/ Involuntary Labour	
Wages	

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

We have mechanisms in place to access risks from our value chain partners. Currently, 10% of our value chain partners have been assessed.

PRINCIPLE 6 Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (GJ) and energy intensity:

Parameter	FY22
Total electricity consumption (A)	4,28,550 GJ
Total fuel consumption (B)	1,20,08,042 GJ
Energy consumption through other sources (C)	NIL
Total energy consumption (A+B+C)	1,24,36,592 GJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.0003
Energy intensity (GJ/MT of production)	10.28

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?

Yes, independent assurance has been carried out by EY Associates LLP on the non-financial information in the above table.

- 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? If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

No, we have not identified any sites/facilities as designated consumers under the PAT scheme of the Government of India

- 3. Provide details of the following disclosures related to water:**

Parameter	FY 2021-22
Water withdrawal by source (in kilolitres)	
(i) Surface water	23,31,091 kL
(ii) Groundwater	3,96,791 kL
(iii) Third party water	4,106 kL
(iv) Seawater / desalinated water	12,38,88,835 kL
(v) Others	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	12,66,20,823 kL
Total volume of water consumption (in kilolitres)	26,65,760 kL*
Water intensity per rupee of turnover (Water consumed / turnover)	0.00007
Water intensity (kL/MT of production)	2.20

*At our Soda Ash Division, seawater is drawn and used for cooling purposes and then discharged back into the sea. For this reason, it is not accounted as water consumed.

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?

Yes, independent assurance has been carried out by EY Associates LLP on the non-financial information in the above table and by S. R. Batliboi & Co. LLP on the financial information.

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

At present, none of our facility is Zero Liquid Discharge. We have installed wastewater purification systems at all our manufacturing locations and ensure that the quality of wastewater generated is within the permissible limits as prescribed by CPCB or the SPCBs. We fully understand the impacts of untreated wastewater on the environment and have thus, taken measures to minimize its impact on our surroundings. We have been consistently working on limiting our raw water withdrawal and have re-utilised treated wastewater for humidification and the development of green-belt areas.

- 5. Please provide details of air emissions (other than GHG emissions) by the entity:**

Parameter	Soda Ash	Yarn
NOx	16 µg/Nm ³	110 mg/Nm ³
SOx	11 µg/Nm ³	17 mg/Nm ³
Particulate matter (PM)	38 µg/Nm ³	75 mg/Nm ³

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?

No, independent assurance has not been carried out on the above information.

- 6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity:**

Parameter	Unit	FY 2021-22
Total Scope 1 emissions	Metric tonnes of CO ₂ equivalent	11,62,150
Total Scope 2 emissions	Metric tonnes of CO ₂ equivalent	59,750
Total Scope 1 and Scope 2 emissions per rupee of turnover		0.0000016
Total Scope 1 and Scope 2 emission intensity	Metric tonnes of CO ₂ equivalent / MT of production	1.01



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Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?

Yes, independent assurance has been carried out by EY Associates LLP on the non-financial information in the above table and by S. R. Batliboi & Co. LLP on the financial information.

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

Yes, we are equally conscious of our carbon footprint and have taken steps to minimise CO₂ emissions by implementing cutting-edge technology, enhancing the efficiency of existing equipment, and installing energy-efficient lighting systems throughout all of our plants and sites. We also hold frequent awareness training to encourage our employees across all business units to adopt energy-saving techniques. In order to meet our Sustainability Vision 2023, we have been steadily increasing our renewable energy portfolio, using a combination of wind and solar power to provide a portion of our energy needs while lowering our carbon emissions. Our Consumer Products Division is one of our business segments, and solar energy meets a substantial portion of the energy requirement in salt pans. Our manufacturing processes are energy intensive and require essential amounts of natural resources. The continuous expansion of our businesses has also resulted in huge amounts of GHG emissions. Even as we continue to increase our production footprint, we continually monitor and manage emissions to reduce our carbon footprint. With a strong global commitment to limit global warming in accordance with the Paris Agreement, we understand the urgency and challenge of addressing the menace of climate change and have put in place an internal carbon price for relevant business operations. This method of pricing will aid in decarbonization by providing financial incentives to switch to low-carbon alternatives. We have taken a target to reduce our GHG emissions by 20% by 2023, keeping 2018 baseline.

8. Provide details related to waste management by the entity:

Parameter	FY 2021-22
Total Waste generated (in metric tonnes)	
Plastic waste (A)	110 MT
Bio-medical waste (C)	0.07 MT

Parameter	FY 2021-22
Construction and demolition waste (D)	-
Battery waste (E)	0.69 MT
Radioactive waste (F)	-
Other Hazardous waste. Please specify, if any. (G)	2.04 MT
Other Non-hazardous waste generated (H)	1,23,681 MT
Total (A+B + C + D + E + F + G + H)	1,23,790 MT

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	
(i) Recycled	40,317 MT
(ii) Re-used	-
(iii) Other recovery operations	-
Total	-

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste	
(i) Incineration	-
(ii) Landfilling	-
(iii) Other disposal operations	-
Total	-

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?

Yes, The audit report on financial statements has been provided by independent auditors S. R. Batliboi & Co. LLP and assurance on non-financial statements in Integrated Annual Report by Ernst & Young Associates LLP.

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-

As a resource-intensive and diverse sector, we strive to incorporate material efficiency into our work processes, maximising the use of all raw materials while generating little waste. This strategy has ensured the proper and efficient use of by-products while also increasing our material efficiency rate. We envision the concept of creating income from trash at GHCL. Hazardous and non-hazardous wastes generated by our operations are

efficiently disposed of to minimise environmental impacts. Our environmental strategy, policies, waste segregation and treatment techniques, and waste disposal procedures all follow strict environmental regulatory criteria.

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:

Not applicable as there are no operations near the above-mentioned zones.

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

Not applicable. EIA is undertaken in the FY 2021-22

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. If not, provide details of all such non-compliances:

Yes, GHCL has been compliant with the applicable environment laws and regulations in India.

Leadership Indicators

1. Provide break-up of the total energy consumed (in GJ) from renewable and non-renewable sources:

Parameter	FY 2021-22
From renewable sources	
Total electricity consumption (A)	1,75,841 GJ
Total fuel consumption (B)	-
Energy consumption through other sources (C)	-
Total energy consumed from renewable sources (A+B+C)	1,75,841 GJ
From non-renewable sources	
Total electricity consumption (D)	2,52,710 GJ
Total fuel consumption (E)	1,20,08,042 GJ
Energy consumption through other sources (F)	-

Parameter	FY 2021-22
Total energy consumed from non-renewable sources (D+E+F)	1,22,60,752 GJ

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

Yes, independent assurance has been carried out by EY Associates LLP on the non-financial information in the above table.

2. Provide the following details related to water discharged:

Parameter	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)	
(i) To Surface water	-
(ii) To Groundwater	-
(iii) To Seawater	-
- No treatment	119,019,433 kL
- With treatment – please specify level of treatment	-
(iv) Sent to third parties	-
Total water discharged (in kilolitres)	-

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

No, independent assurance has not been carried out on the above information.

3. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres): For each facility / plant located in areas of water stress, provide the following information:

- (i) **Name of the area:** All the plants of GHCL are located in water stress areas
- (ii) **Nature of operations:** Major operations include soda ash and yarn production
- (iii) Water withdrawal, consumption, and discharge:



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Parameter	FY 2021-22
Water withdrawal by source (in kilolitres)	
(i) Surface water	23,31,091 kL
(ii) Groundwater	3,73,111 kL
(iii) Third party water	4,106 kL
(iv) Seawater / desalinated water	12,38,88,835 kL
Total volume of water withdrawal (in kilolitres)	12,65,97,143 kL
Total volume of water consumption (in kilolitres)	26,65,760 kL
Water intensity per rupee of turnover (Water consumed / turnover)	

Parameter	FY 2021-22
Water intensity (KL/MT of production)	2.20

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

Yes, independent assurance has been carried out by EY Associates LLP on the non-financial information in the above table and by S. R. Batliboi & Co. LLP on the financial information.

4. Please provide details of total Scope 3 emissions & its intensity:

We are engaged with an independent third party authority for decarbonisation strategy and calculating internal carbon price. After completion of the project, we are going to include scope 3 calculations in the report.

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

Not applicable

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

Sr. No	Initiative undertaken	Details of the initiative	Outcome of the initiative
1	Replenishment of chemical grade limestone	We embarked on a project to replenish our chemical grade limestone reserves at captive mines which is diminishing with each passing year.	Through this project, we added 10 Million MT of Limestone reserves to our pool, enabling us to continue mining at a rate of 0.5 Million MT per annum for the next 10 years
2	Reduction in water withdrawal	In the Soda Ash division, technologies like reverse osmosis and nanotechnology have been used which resulted in the production of high-quality permeate from saltwater to meet the freshwater requirement.	This initiative is taken in line with our 2023 target of reducing 25% reduction in fresh -water consumption. This has led to a significant reduction in the intake of raw water.

* For more details, please refer to Natural Capital section of IR

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

Yes, we have a business continuity and disaster management plan in place. For all of our manufacturing plants and corporate offices, we have a disaster management plan in place. Our unit's crisis management strategy includes organising and training small groups of workers to execute specialised services such as rescue, firefighting, and first aid, as well as ensuring that consumers have access to food and water. Our business continuity strategy addresses sensitive corporate data, operational information, infrastructure security, and personnel safety. It gives a quick overview of GHCL, its context, risk appetite, and the requirement for a business continuity strategy. The plan is targeted to- contain the incident, minimize casualties, and prevent further injuries, migratory measures, quick and streamlined relief and rescue operation without unnecessary delay, speed up restoration of normalcy and ensure each member of the emergency operation including response team and employees are aware of their role in emergency. With respect to business continuity, a detailed Business Impact Analysis (BIA) has been carried out considering various conventional threat vectors and cyber threats. This BIA identifies core business functions and critical business sites that are covered under the resiliency programme. Most of the business functions are supported through automation with the help of technology. Hence IT resiliency forms a critical component of Business Contingency Plan.

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

There is no significant adverse impact to the environment, arising from the value chain of the entity. We are conscious of the environmental impacts across the value chain. Every supplier / vendor that GHCL engages with is obliged to sign and adhere to a code of conduct for suppliers. Along with quality requirements, this Code of Conduct covers the environmental, health, and safety norms that the supplier must follow.

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

Approximately 10% of our value chain partners have been assessed for environmental impacts.

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.

Seven

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Alkali manufacturers Association of India	National
2	Indian Chemical Council	National
3	The All-India Glass Manufacturer's Federation	National
4	Mills' Association	State
5	Confederation of Indian Industry (CII)	National
6	PHD Chambers	National
7	Federation of Indian Chambers of Commerce and Industry (FICCI)	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:

No adverse orders have been issued to GHCL from regulatory authority.

Leadership Indicators

1. Details of public policy positions advocated by the entity

In the current financial year, we did not advocate any public policy positions.



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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.**

We have engaged an independent consulting agency to carry out Social Impact assessment for our agriculture and animal husbandry project. The project is being spearheaded by GHCL's CSR team. It is scheduled to completion in FY 2023. However, if any negative social impact is identified in the social impact assessment report, we will take suitable measures to reduce it.

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

Not Applicable. No displacement of people done through our operations and acquisitions.

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

At GHCL, we constantly engage with our communities through various modes like face-to-face meetings, letters, emails, etc. Same modes of communications are also used to communicate the information regarding any resolution of grievances or complaints (if any). In the given reporting year, we have received and resolved 22 grievances or complaints from Communities where we operate.

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

	FY 2021-22
Directly sourced from MSMEs/ small producers	34%
Sourced directly from within the district and neighbouring districts	24%

Leadership Indicators

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

GHCL has engaged an independent consulting agency for conducting Social Impact assessment for its agriculture and animal husbandry project initiatives taken by CSR, Report is yet to received, However, GHCL will take appropriate steps to mitigate any negative social impact identified in the social impact assessment report.

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

No CSR activities were undertaken in aspirational districts in FY 2021-22.

- (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)**

No, we do not have a preferential procurement policy.

- (b) From which marginalized /vulnerable groups do you procure?**

It is not applicable as we do not have a preferential policy

- (c) What percentage of total procurement (by value) does it constitute?**

It is not applicable as we do not have a preferential policy

- 4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge: Not applicable**

- 5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved: Not applicable**

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Agriculture	13,666	-
2	Animal husbandry	6,926	-
3	Fisherman livelihood	200	-
4	Education	2,982	-
5	Medical facilities	46,166	-
6	Water projects	1,635	-
7	Women empowerment	2,322	-

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 -**

To ensure customer grievances are redressed promptly and effectively, the GHCL has put in place a grievance redressal mechanism and a team is in place which is responsible for managing customer grievances. During the year under review, we have received and resolved 79 grievances or complaints from our consumers:

We believe in providing a seamless experience to our customers. One of our customer grievance redressal process is mentioned below:

The Material are dispatched from GHCL premises and reaches customer location. Whenever there is a customer complaint received such as wet bags/logistics/quality of material, the marketing team, logistic team, and the quality team does the analysis of the complaints to identify the root cause. In the meantime, any one of the two new sales document types are created for the complaint case.

1. ZRCL - Complaint related to logistic
2. ZRCQ – Complain related to quality

After categorising the complaint in one of the above-mentioned categories, following steps are undertaken:

Step 1: Based on the complaint type received from the customer, the Marketing team selects the above order type and create a return sales order with the complaint quantity. The marketing team provides all complaint details in order for example: Nature of complaint details, Objective evidence etc.

Step 2: After the complaint details are provided, an email is sent to the to logistic/quality team with customer complaint form details for approval.

Step 3: In the next step, a new transaction is developed for approval where the logistic/quality team enters CAPA/RCA details.

Step 4: In the final step, the marketing creates return delivery and generate credit note to customer

The team teams from various verticals works closely with the management and provides regular feedback on process, policies, and customer related complaints. This leads to improvements and ensures complaints are reduced.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	0%

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

	FY 22	
	Received during the year	Pending resolution at end of year
Data privacy	Nil	Nil
Advertising	Nil	Nil
Cyber-security	Nil	Nil
Delivery of essential services	Nil	Nil
Restrictive Trade Practices	Nil	Nil
Unfair Trade Practices	Nil	Nil

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

	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 consider data privacy a critical aspect to ensure customer information safety. Our IT Security policy clearly outlines our approach to data privacy which is accessible to all internal stakeholders. In addition, we have not received any Consumer complaint in FY 2021-22 related to Data privacy.

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-

There are no complaints received. However, we always ensure that the best quality products are delivered to our customers and make sure that feedback received from our stakeholders are considered in our business processes.

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed

Information relating to products and services can be accessed through our corporate website. In addition, we have mentioned few more channels/ platforms from which the information on goods can be accessed:

- a. **Face to face communication** - Dealer and customer meets, direct interaction with the customer or distributor, participation in various events and exhibitions, participation in various national and international forums
- b. **Broadcast & media communications-** Press release, interviews of senior officials both print and electronic
- c. **Electronic communications-** Website, E Brochures, Product films, social media
- d. **Internal Communications** - Internal newsletter, e-mailers, power point presentations, MD speaks, Town-halls, Intranet.

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

GHCL is devoted to customer safety and takes steps to ensure that consumers are informed about using products safely and responsibly. We make sure that product labelling contains all of the necessary information about how to use things safely and responsibly. Furthermore, for the convenience of our customers, we publish the material safety data sheets on our website www.ghcl.co.in and give them upon request. We also create chemicals that comply with the Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) regulations, with an emphasis on environmental and societal protection.

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

In the case of any unprecedented situation or any risk of disruption or discontinuation of production or services, all the relevant stakeholders are communicated appropriately and timely. Customers are informed either through email or over phone or both as per the request.

- 4. Does the entity display product information on the product over and above what is mandated as per local laws? If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

Yes, GHCL displays product information on the product over and above what is mandated as per local laws. We always believe in being transparent with our customers by providing all the relevant details. We also have documents such as safety data sheets which is displayed on the website of our company with relevant information of our products.

We continuously conduct customer satisfaction surveys to seek feedback from our customers, more details on the customer satisfaction can be found in the integrate report customers section.

- 5. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole?**

Yes. The details of the survey can be found in the Integrated Report in the customer's section.

- 6. Provide the following information relating to data breaches:**

- a. Number of instances of data breaches along-with impact –**

No such incidence has been reported in the FY 2021-22

- b. Percentage of data breaches involving personally identifiable information of customer –**

No such incidence has been reported in the FY 2021-22