

August 11, 2023

**To**

**BSE Limited**  
The Corporate Relationship Dept.  
P.J. Towers, Dalal Street  
Mumbai-400 001  
Scrip Code: 500214

**National Stock Exchange of India Limited**  
Exchange Plaza, C-1, Block- G,  
Bandra Kurla Complex, Bandra (East),  
Mumbai-400 051  
Symbol: IONEXCHANG

**Subject: Business Responsibility and Sustainability Report for the Financial Year ended 2022-2023**

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report of the company for the financial year ended 2022-2023.

The Business Responsibility and Sustainability Report which also forms part of the Annual Report of the company for the financial year ended 2022-2023 is uploaded on the website of Company at [www.ionexchangeglobal.com](http://www.ionexchangeglobal.com).

Please take the same on record.

**Yours faithfully,**  
**For Ion Exchange (India) Limited**



**Milind Puranik**  
**Company Secretary**

Encl: a/a

# Business Responsibility and Sustainability Report

## Foreword

Ion Exchange (India) Ltd. being an environment management Company, we enrich every life we touch - through our products, services, business decisions and social initiatives. We have a proud legacy of pioneering positive change, not just within the industry but in the communities where we operate as well.

We are happy to provide 'Business Responsibility and Sustainability Reporting' ("BRSR") containing detailed Environmental, Social and Governance ("ESG") disclosures. We take cognisance of the urgency of the decarbonisation journey to meet the evolving stakeholder expectations. Our most ambitious Net Zero target is 2030.

We believe in partnering & empowering our stakeholders and creating a culture of transparency and accountability. We consider it our responsibility to take the lead in sustainable development not only as a duty to the society but also as an opportunity to protect our planet. By embracing sustainable development, we aim to protect and deliver value to all our stakeholders. Ion Exchange (India) Ltd. consciously embeds the highest standards of governance in its operations.

This report contains the Company's sustainability approach which propels the business strategy to meet the interest of our stakeholders.

**Rajesh Sharma**

**Chairman and Managing Director**

## Section A: GENERAL DISCLOSURES

### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L74999MH1964PLC014258
2	Name of the Listed Entity	Ion Exchange (India) Limited
3	Year of incorporation	1964
4	Registered office address	Ion House, Dr. E. Moses Road, Mahalaxmi, Mumbai-400011.
5	Corporate address	Ion House, Dr. E. Moses Road, Mahalaxmi, Mumbai-400011.
6	E-mail	investorhelp@ionexchange.co.in
7	Telephone	022 62312042
8	Website	www.ionexchangeglobal.com
9	Financial year for which reporting is being done	FY 2022 - 2023
10	Name of the Stock Exchange(s) where shares are listed	(i) National Stock Exchange of India Limited (ii) BSE Limited
11	Paid-up Capital	₹ 14,66,66,590
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. Ajay Popat President +91-22-62312031 ajay.popat@ionexchange.co.in
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures under this reports are made on standalone basis for the entity, Ion Exchange India Ltd, as also referred under Sr. no 21.

### II. Products/ Services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% Of the Turnover of the entity
1	Engineering Segment	Provides comprehensive and integrated services and solutions in water, wastewater treatment & solid waste management to industries & communities. This includes advanced Membranes & their applications in Sea Water desalination, Recycle, Zero Liquid Discharge, purification & concentration of process stream and integrated waste to energy systems with comprehensive operation and maintenance services.	61%
2	Chemical Segment	Provides widest range of ion exchange resins, adsorbents, speciality process chemicals and customized chemical treatment programmes for various utility applications.	29%
3	Consumer Product Segment	Caters to individual homes, realty, institutions like hotels, educational institutes, hospitals, railway and defence establishments, laboratories etc. To provide pure & safe drinking water and sustainable waste management.	10%

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

Sr. No.	Product/Service	NIC Code	% Of the total Turnover contributed
1	Chemical - Resins & Chemicals	20119, 20131	29%
2	Engineering - Water Treatment & Waste Water Treatment	36000, 37003	61%

### III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	6	11	17
International	0	2	2

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

##### a) Number of Locations

Locations	Number
National (Number of States)	23
International (Number of Countries)	80

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

21%

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

Customers requiring total water and environment management solutions in sectors like industries, homes and communities.

### IV. Employees

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

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

Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>					
Permanent	2019	1875	93%	144	7%
Other than Permanent	141	130	92%	11	8%
<b>Total Employees</b>	<b>2160</b>	<b>2005</b>	<b>93%</b>	<b>155</b>	<b>7%</b>
<b>Workers</b>					
Permanent	NA	NA	NA	NA	NA
Other than Permanent	NA	NA	NA	NA	NA
<b>Total Workers</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

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

Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Differently abled Employees</b>					
Permanent	1	1	100%	0	0%
Other than Permanent	0	0	0	0	0%
<b>Total differently abled employees</b>	<b>1</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>
<b>Differently abled Workers</b>					
Permanent	NA	NA	NA	NA	NA
Other than Permanent	NA	NA	NA	NA	NA
<b>Total differently abled workers</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

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

	Total (A)	Number & % of Females	
		No. (B)	% (B/A)
Board of Directors *	11	1	9%
Key Management Personnel *	3	0	0%

\*Includes Chairman & Managing Director

**20. Turnover rate for permanent employees and workers**

	FY 2022 - 23			FY 2021 - 22			FY 2020 - 21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	11.34%	1.54%	12.88%	8.33%	1.03%	9.36%	6.67%	0.67%	7.34%
Permanent Workers	Not Applicable								

**V. Holding, Subsidiary and Associate Companies (including joint ventures)****21. (a) Names of holding / subsidiary / associate companies / joint ventures**

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures	Name of the holding / subsidiary / associate companies / joint ventures	% of shares held by listed entity as on 31 <sup>st</sup> March, 2023
1	Ion Exchange Enviro Farms Ltd.	Subsidiary	79.60
2	Watercare Investments (India) Ltd.	Subsidiary	99.43
3	Aqua Investments (India) Ltd	Subsidiary	99.42
4	Ion Exchange Asia Pacific Pte. Ltd.	Subsidiary	100.00
5	Ion Exchange Asia Pacific (Thailand) Ltd.	Subsidiary	100.00
6	PT Ion Exchange Asia Pacific	Subsidiary	95.00
7	IEI Environmental Management (M) Sdn. Bhd.	Subsidiary	100.00
8	Ion Exchange Environment Management (BD) Ltd.	Subsidiary	100.00
9	Ion Exchange WTS (Bangladesh) Ltd.	Subsidiary	100.00
10	Ion Exchange LLC	Subsidiary	100.00
11	Ion Exchange And Company LLC	Subsidiary	51.00
12	Ion Exchange Projects And Engineering Ltd.	Subsidiary	99.58
13	Global Composites And Structural Ltd.	Subsidiary	100.00
14	Total Water Management Services (India) Ltd.	Subsidiary	70.19
15	Ion Exchange Safic Pty. Ltd.	Subsidiary	60.00
16	Ion Exchange Purified Drinking Water Pvt. Ltd.	Subsidiary	100.00
17	Ion Exchange Environment Management Ltd.	Subsidiary	100.00
18	Ion Exchange Arabia For Water	Subsidiary	60.00
19	Ion Exchange Europe LDA	Subsidiary	99.98
20	Aquanomics Systems Ltd	Associate	48.42
21	Ion Exchange Financial Products Pvt. Ltd.	Associate	24.02
22	Ion Exchange PSS Co. Ltd	Associate	49.00

**Does the entities indicated in the above table participate in the Business Responsibility initiatives of the listed entity? (Yes/No)**

No.

None of the above entities participated in the Business Responsibility initiative.

## VI. CSR Details

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

(ii) Turnover in FY 2022-23 (in ₹): **1,892.17 Crore**

(iii) Net worth FY 2022-23 (in ₹): **937.49 Crore**

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)  (If Yes, then provide web-link for grievance redress policy)	FY 2022 -23			FY 2021 - 22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0		0	0	
Inventors (Other than shareholders)	Yes	0	0		0	0	
Shareholders	The Company has empowered a Board-level Stakeholders Relationship Committee ("SRC") to examine and redress complaints by shareholders. The status of complaints is reported to the entire Board on quarterly basis. SRC meets atleast once a year and as and when required to resolve Shareholders grievances.	3	0	All complaints reported are resolved	3	0	All complaints reported are resolved
Employees & Workers	Yes	0	0		0	0	
Customers	Yes	0	0	No Complaints/ Grievances under any of the principles (Principles 1 to 9).	0	0	No Complaints/ Grievances under any of the principles (Principles 1 to 9).
Value chain partners	Yes	0	0		0	0	

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

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

Sr. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Water & Waste Management	Opportunity	Increasing demand and scarcity of water. Need to sustainably manage waste.		Positive
2	Circular Economy	Opportunity	Resource recovery whilst managing waste treatment efficiently thereby reducing resource consumption at source.		Positive
3	Safe Chemistry	Opportunity	Demand to increase sustainability quotient amongst discerning end users. Green and safe chemical production will preserve competitive edge.		Positive
4	Energy Management	Risk	Growing concern on climate change, Energy intensity and carbon footprint reductions.	1. Energy efficiency improvement at all processes. 2. Alternate fuel substitution. 3. Adoption of renewable energy.	Negative
5	Community Engagement	Opportunity	Improve the Quality of life of the local communities through various engagements in education, health, sanitation, safe drinking water & Rural development		Positive
6	Employment – Diversity, inclusion and equal opportunity	Opportunity	Increase the preference the prospective employees to work for the company. For the existing employees it provides assurance for growth strictly on merit.		Positive
7	Board Oversight & Governance	Opportunity	Ensures company's mission and business objectives are managed responsibly.		Positive

## Section B: MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

<b>P1</b>	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.
<b>P2</b>	Businesses should provide goods and services in a manner that is sustainable and safe.
<b>P3</b>	Businesses should respect and promote the well-being of all employees, including those in their value chains.
<b>P4</b>	Businesses should respect the interests of and be responsive to all its stakeholders.
<b>P5</b>	Businesses should respect and promote human rights.
<b>P6</b>	Businesses should respect and make efforts to protect and restore the environment.
<b>P7</b>	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
<b>P8</b>	Businesses should promote inclusive growth and equitable development.
<b>P9</b>	Businesses should engage with and provide value to their consumers in a responsible manner.

	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)	Y	Y	Y	Y	Y	Y	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
c. Web Link of the Policies, if available	<a href="https://ionexchangeglobal.com/investor-relation/policies/">https://ionexchangeglobal.com/investor-relation/policies/</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	N	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Yes, the manufacturing unit are certified for ISO-9001 (Quality Management System), ISO-14001 (Environment Management System), ISO-45001 (Occupational Health & Safety Management System), WHOGMP, GMP, GLP, WQA-Gold Seal; Kosher, Halal, NSF, NABL, etc. (Refer Quality initiative under Director's Report).								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Company is committed to providing customers with energy efficient products and aspires to become net zero and water positive.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Performance of each of the principles is reviewed periodically by various Committees led by the Management and Board of Directors								

The Company has a process to advocate its opinion on adoption of sustainable processes and technologies for total water and environment management for Industries, Homes, Communities - Urban and Rural. The Company also has processes (Internal and External) for promoting Make In India Initiatives, enhance quality of the products and services, rationalisation of taxes, duties etc. It does these activities through advocacy and active participation in trade forums not limited to the Following Point P7-1B.



## Governance, leadership and oversight

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

Company always believed in driving business with purpose. Through reporting, we would like to communicate to our stakeholders, our progress on Environmental, Social and Corporate Governance performance. Sustainability enables businesses to thrive in dynamically changing environments. Innovation and adaptation will be key to overcoming challenges and building resilience, especially in the ever-changing environments around us. We have been working in the past year to strengthen our commitments towards Sustainability, this includes integrating ESG risks to our Enterprise Risk Management framework; building aspirational goals of carbon neutral and water positive for our operations; investing in products and processes that are energy efficient; promoting products and services that help in lowering environmental impact; partnering with waste recyclers; and supporting communities. We believe Sustainability is a journey, and while we believe there is more work to be done, we are also poised to take up challenges and improvements through transforming our ways of doing business.

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

Mr. Ajay Popat, President

### 9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

Yes.

The company has a core group to look into sustainability related issues which includes BRSR Reporting. It is headed by Mr. Ajay Popat, President.

### 10. Details of Review of NGRBCs by the Company:

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

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

### 11. Details of Review of NGRBCs by the Company:

Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No) If Yes, provide the name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Yes. TUV-SUD South Asia Pvt. Ltd.	Y	Y	Y	Y	Y	Y	Y	Y

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

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

## 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 Indicator

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

Segment	Total number of training and awareness programmes held	Topics/ Principles covered under the training and its impact	% Of persons in respective category covered by the awareness programmes
Board of Directors	6	Updates and awareness related to regulatory changes are conducted for the Board of Directors & KMPs.	100%
Key Management Personnel	6	Topics covered includes: 1) Corporate Governance 2) Companies Act 3) SEBI Listing Requirements 4) Environmental & Safety matters 5) BRSR	100%
Employees other than BoD and KMPs	33	All (Ethical Compliance Standards including Company's Code of Conduct) ESG, ESH, Social Impact	80+ of all the intended target
Workers		Not Applicable	

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings with regulators/ law enforcement agencies/ judicial institutions in FY23

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of the case	Has an appeal been preferred? (Yes/ No)
Penalty/ Fine			0	Not Applicable	
Settlement			0	Not Applicable	
Compounding fee			0	Not Applicable	

Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/ No)
Imprisonment			Nil	
Punishment			Nil	

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Nil	
Nil	

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, we have anti-corruption / anti-bribery policy for our employees. The web link of policy is mentioned below.

<https://ionexchangeglobal.com/app/uploads/2023/05/Anti-Corruption-and-Anti-Bribery-Policy.pdf>

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

	FY 2022 - 23	FY 2021 - 22
Board of Directors	Nil	Nil
Key Management Personnel	Nil	Nil
Employees other than BoD and KMPs	Nil	Nil
Workers	Nil	Nil

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

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

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

Nil

## Leadership Indicator

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

Total number of training and awareness programmes held	Topics/ Principles covered under the training and its impact	% Of the value chain partners covered under the awareness programmes
NA		

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.

The Company has a dedicated Code of Conduct to manage conflict of interests involving members of the Board. The code of conduct is available on the website of the Company:

<https://ionexchangeglobal.com/pdf/ionindia/Code%20of%20Conduct.pdf>

## PRINCIPLE 2

Businesses should provide goods and services in a manner that is sustainable and safe.

### Essential Indicator

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

	FY 2022 - 23	FY 2021 - 22	Details of improvements in environmental and social impacts
R&D	88%	98%	Minimize emissions of short and long-lived climate pollutant, Zero Liquid Discharge, Energy Efficiency Improvement, Reduction in Hazardous Chemical Effluents, Increase in yield in Products.
Capex	67%	29%	Quality improvement, Renewable- Solar energy, Water efficiency enhancement and conservation, Energy conservation and efficiency enhancement, Reduction in Noise and air emission.

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

Yes. Company has a 'Supplier Code of Conduct' and has established process for vendor selection. This includes various guidelines such as Legal Compliance, Safety, Health and Environment Policy, adherence to ISO Certification, responsible resource utilization, etc.

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

81%

**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.**

Driven by the belief that waste should be eliminated, Ion Exchange India is committed to implementing efficient processes for the safe reclamation of products. With a focus on plastics, including packaging, e-waste, hazardous waste, we strive to facilitate the reuse, recycling, and responsible disposal of materials at the end of their lifecycle. Our dedicated efforts aim to contribute to a sustainable future while addressing the pressing challenges of waste management.

**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 is applicable to the Company. Registration for EPR is under process. Organisation structure, responsibility matrix, data generation related to EPR plans and its registration are in process.

### Leadership Indicator

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

No

**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 the Product/ Service	Description of the risk/ concern	Action taken
NA		

**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 Reused input material to total material	
	FY 2022 - 23	FY 2021 - 22
NA		

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

	FY 2022 - 23			FY 2021 - 22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (Including packaging)	-	-	-	-	-	-
E-waste	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-
Other waste	-	-	-	-	-	-

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
NA	NA

### **PRINCIPLE 3**

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

### **Essential Indicator**

% Of employees covered by											
Category	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent Employees</b>											
Male	1875	1875	100%	1875	100%	NA	NA	1875	100%	-	-
Female	144	144	100%	144	100%	144	100%	NA	NA	-	-
<b>Total</b>	<b>2019</b>	<b>2019</b>	<b>100%</b>	<b>2019</b>	<b>100%</b>	<b>144</b>	<b>7%</b>	<b>1875</b>	<b>93%</b>		

% of employees covered by											
Category	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Other than Permanent Employees</b>											
Male	130	-	0%	80	62%	NA	NA	-	-	-	-
Female	11	-	0%	11	100%	-	-	NA	NA	-	-
<b>Total</b>	<b>141</b>	<b>-</b>	<b>0%</b>	<b>91</b>	<b>65%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

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

% of workers covered by											
Category	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Other than Permanent Employees</b>											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Other than Permanent Workers</b>											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Benefits	FY 2022 - 23			FY 2021 - 22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Yes/ No/ N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Yes/ No/ N.A.)
PF	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	100%	NA	Yes	100%	NA	Yes
Superannuation	5%	NA	Yes	6%	NA	Yes
HDFC NPS	6%	NA	Yes	6%	NA	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.

The Company currently does not have the necessary offices or workspaces specially designed to accommodate employees or workers with disabilities.

We have taken this into account and are working to correct the concern. We are confident that we will soon be in compliance with the 2016 Rights of Persons with Disabilities Act.

## 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.

The Company has Equal Employment Opportunity Policy.

<https://ionexchange.global.com/app/uploads/2023/05/Equal-Employment-Policy.pdf>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	NA	NA
Female	100%	100%	NA	NA
<b>Total</b>	100%	100%	NA	NA

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 Employees	Yes. Grievances redressal policy available
Other than Permanent Employees	Yes. Grievances redressal policy available
Permanent Workers	NA
Other than Permanent Workers	NA

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

Category	FY 2022 - 23			FY 2021 - 22		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or union (B)	% (B/A)	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or union (B)	% (B/A)
<b>Total Permanent Employees</b>	Nil	Nil	Nil	Nil	Nil	Nil
- Male	Nil	Nil	Nil	Nil	Nil	Nil
- Female	Nil	Nil	Nil	Nil	Nil	Nil
<b>Total Permanent Workers</b>	Nil	Nil	Nil	Nil	Nil	Nil
- Male	Nil	Nil	Nil	Nil	Nil	Nil
- Female	Nil	Nil	Nil	Nil	Nil	Nil

8. Details of training given to employees and workers:

Category	FY 2022 - 23					FY 2021 - 22				
	Total (A)	On Health and Safety measures		On Skill Upgradation		Total (D)	On Health and Safety measures		On Skill Upgradation	
		No. (B)	& (B/A)	No. (C)	% (C/A)		No. (E)	& (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	1875	1821	97%	696	37%	1615	1347	83%	231	14%
Female	144	136	94%	104	72%	138	119	86%	32	23%
<b>Total</b>	<b>2019</b>	<b>1957</b>	<b>97%</b>	<b>800</b>	<b>40%</b>	<b>1753</b>	<b>1466</b>	<b>84%</b>	<b>263</b>	<b>15%</b>
<b>Workers</b>										
Male	Not Applicable									
Female	Not Applicable									
<b>Total</b>	Not Applicable									



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

Category	FY 2022 – 23			FY 2021 - 22		
	Total (A)	No. employees and workers covered (B)	% (B/A)	Total (C)	No.. employees and workers covered (D)	%(D/C)
<b>Employees</b>						
Male	1875	1875	100%	1615	1615	100%
Female	144	144	100%	138	138	100%
<b>Total</b>	<b>2019</b>	<b>2019</b>	<b>100%</b>	<b>1753</b>	<b>1753</b>	<b>100%</b>
<b>Workers</b>						
Male	Not Applicable					
Female	Not Applicable					
<b>Total</b>	Not Applicable					

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

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

Yes.

We have corporate policies and management systems in place to ensure the safety, health, and environment of all our factories and offices. Our chemical, resin, and membrane businesses are ISO 14001 (EMS) certified. ISO 45001 (OHSMS) certification has been granted to our ICD Chemical division. Ion Exchange has established nine "safety standards," which offer an organised and methodical approach to establishing, improving, and aligning current safety management procedures and systems in order to accomplish "zero harm" goals. Ion Exchange conducts a safety perception study on a regular basis, which helps to evaluate the safety culture, examine employee involvement, and gauge perceptions of existing safety management. Ion Exchange established the 'Behaviour Based Safety (BBS)' project, which was inaugurated by our Chairman and Managing Director, taking another step forward in attaining our HSE goals. Our BBS effort encourages a proactive approach and advocates interventions that engage, motivate, help, reinforce, and sustain safe behaviours. We implemented the HSE Kaizen system to allow employees to report HSE-related improvements.

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

We have a system in place at all of our operations to record work-related hazards. These hazards can be reported via an online safety portal. Through HIRA (hazard and risk assessment) documentation, which is kept up-to-date by each unit, all routine and non-routine hazards are documented.

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

Yes

All employees can report work-related hazards to their department heads. Safety officers compile monthly data and report these hazards under safety observations in the monthly MIS report.

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

Yes.

The medical insurance policy covers all of the employees. Employees are covered by a group mediclaim policy and receive ESIC benefits. There are also health camps and health screening benefits based on age group.

**11. Details of safety related incidents.**

Safety incident/ Number	Category	FY 2022 - 23	FY 2021 - 22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	NA	NA
Total recordable work-related injuries	Employees	0	0
	Workers	NA	NA
Number of fatalities	Employees	0	0
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	NA	NA

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

1. Ion Exchange conducts frequent assessments to detect potential workplace risks and implement mitigation measures.
2. Ion Exchange trains staff on how to work safely, how to use equipment and machinery properly, and how to manage hazardous materials.
3. Ion Exchange keeps the workplace clean and sanitary by providing adequate ventilation, cleaning and sanitising surfaces, and ensuring that waste is appropriately disposed of.
4. Ion Exchange has put in place safety procedures such as emergency evacuation plans, safety standards, and safety instructions for individual tasks.
5. Employees are provided with necessary safety wear and equipment, such as gloves, safety goggles, helmets, and respirators, by Ion Exchange.

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

	FY 2022 – 23			FY 2021 – 22		
	Filled during the year	Pending resolution at the end of year	Remarks	Filled during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0		0	0	
Health & Safety	0	0		0	0	

**14. Assessments for the year**

	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% at all Units
Working conditions	100% at all Units

**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.**

Ion Exchange investigates all incidents in order to find the root cause of the issue. Based on the investigation's findings, we are taking steps to prevent such instances from occurring in the future. We perform frequent assessments of HSE practises in order to resolve significant risks or concerns linked to health and safety practises and working conditions. Ion Exchange has a specific internal HSE portal online.

## Leadership Indicator

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

(a)	Employees	Yes
(b)	Workers	NA

Yes, the EDLI and gratuity policies provide death coverage. Benefits such as provident funds and pensions, when appropriate, are settled in order of priority. In addition, medical insurance plans and education sponsorship are offered to the families of employees who passed away as a result of COVID.

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

The Company ensures that all the value chain partners adhere to the 'Supplier Code of Conduct' at all times. We are serious about the welfare of our stakeholders and make certain that statutory requirements are fulfilled by our partners in accordance with the code.

### 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 number 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	
	FY 2022 - 23	FY 2021 - 22	FY 2022 - 23	FY 2021 - 22
<b>Employees</b>	<b>0</b>	5	<b>2</b>	2
<b>Workers</b>	<b>NA</b>	NA	<b>NA</b>	NA

NOTE: All the death's have taken place due to COVID-19. We have placed two employees family member in our company as they agreed & were willing to work.

### 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, The Company has a transition assistance program for employees attaining the retirement age as per the policy of the company. This includes counselling. In addition the company at its discretion and consent of employees, provides extension on case specific basis as per company's requirements.

The Company has a zero tolerance clause on specific issues as mentioned in its policy documents. In case of non performance the employee is counselled, supported and given an opportunity to improve the performance before disengagement with the company.

### 5. Details on assessment of value chain partners:

	% Of value chain partners that were assessed (by value of business done with such partners)
<b>Health and safety practices</b>	We are in the process of developing a framework to assess our value chain partners' health and safety practices.
<b>Working conditions</b>	We are in the process of developing a framework to assess our value chain partners' 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.

The "Supplier Code of Conduct", developed by the Ion Exchange, outlines the standards for working conditions and health and safety procedures throughout the value chain. In order to find areas of risk or non-compliance, we are also conducting audits of value chain partners. At our facilities, we are assisting value chain partners in enhancing their working conditions and health and safety procedures. In order to guarantee continued adherence to health and safety criteria, we are also routinely observing and assessing the performance of value chain partners.

## PRINCIPLE 4

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

### Essential Indicator

#### 1. Describe the processes for identifying key stakeholder groups of the entity.

Key stakeholders: Customers, Supplier, Employees, Shareholders, Communities .

The stakeholders who are impacted by Ion Exchange operations both internally and externally have been thoroughly identified. The firm is committed to working with all of its stakeholders to understand their areas of concern and to take the required steps to find appropriate solutions while accomplishing its objectives. This supports the company's efforts to improve the working environment and put more emphasis on compliance, productivity, and growth strategy. In the communities where its facilities, offices, and project sites are located, the company supports and interacts with the underserved and neglected sections of the local population. Children and young people with disabilities have become a separate category, and as a result, they are catered to through educational and skill-building programmes. The company seeks to raise the social standing of women by providing them with access to healthcare, education, skill-building programmes, and awareness workshops in rural areas.

#### 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/ Other)	Purpose and scope of engagement including key topics and concern raised during such engagement
Customers	No	IEI News, Emailers, Advertisements, Websites, Social media platforms, personal meetings, seminars, conferences, customer meets, webinar, exhibitions. Promotions/ promotional material (below the line activities)	Continuous/Real time basis. Customers are contacted daily, weekly, monthly based on the requirements	Customer relationship management, product promotion, new product/ technology development information sharing, training and event based engagements. Creating awareness about our products, solutions, services and any new developments within the organisation including media engagement etc.
Supplier	No	Regular supplier meetings involving their organizations for large, critical packager for all projects.	Regularly during execution tenure of project, raw material procurement cycles etc	Need and expectation, schedule, supply chain issue, meeting their regulatory contractual compliance etc.
Employees	No	<ul style="list-style-type: none"> <li>• Online news bulletins, in house magazines</li> <li>• Circular and corporate communications</li> <li>• Employee satisfaction surveys, engagement surveys</li> <li>• Corporate social initiatives</li> <li>• Welfare initiatives for employee and their families</li> </ul>	Regularly	Employees' engagement benefits career growth

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/ Other)	Purpose and scope of engagement including key topics and concern raised during such engagement
Shareholders/ Investors	No	Multiple channels – physical and digital including quarterly investor presentations, press releases and communications through stock exchanges, participation in investor conferences, etc.	Regularly	To keep shareholders updated on comprises performance, plans against current and future scenarios
Communities around our operating sites	Yes	Direct engagement and through the Company's CSR project implementation partners (NGO)	Regularly	To improve livelihood, Women empowerment, access to healthcare and education. Support socially high impact projects.

## Leadership Indicator

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

The internal review process is well-established and occurs once a month. All HODs who plan to attend the review meeting with all necessary supporting documents are informed of the agenda, time, and date of the meeting. The apex body also presents data to the board once every three months.

### 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes.

Ion Exchange and one of the stakeholders (customer) submitted an unsolicited bid to the Gujarat government for a proposal to treat sewage from nearby villages and reuse the treated water at their facility to meet their substantial water needs, with the remainder of the treated water being supplied to nearby industries to meet their water demands. The Gujarat government reviewed this proposal, and the contract was given to our customer based on a Swiss challenge. The project was carried out using a public-private partnership (PPP). As a result, stakeholders funded the project, and IEIL was designated as the EPC contractor for the design, manufacturing, and delivery of the project's systems.

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

The company is dedicated to the betterment of society and has taken many initiatives to identify and address the concerns of marginalised stakeholders. With our CSR initiatives, we are providing need-based scholarships to meritorious disadvantaged students from high school to master's level; there is after-school support for students; and we have a special focus on reaching out to first-generation students.

We are focusing on improving the quality of education with our initiatives of Science on Wheels, providing education kits, and improving STEM education. We are also improving healthcare with our support for the Indian Red Cross Society, which supplies sanitation facilities and safe drinking water.

## PRINCIPLE 5

Businesses should respect and promote human rights.

### Essential Indicator

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

Category	FY 2022 - 23			FY 2021 - 22		
	Total (A)	No. of employees/ workers (B)	% (B/A)	Total (C)	No. of employees/ workers (D)	% (D/C)
<b>Employees</b>						
Permanent	2019	2019	100%	1753	1753	100%
Other than Permanent	141	141	100%	73	73	100%
<b>Total Employees</b>	<b>2160</b>	<b>2160</b>	<b>100%</b>	<b>1826</b>	<b>1826</b>	<b>100%</b>
<b>Workers</b>						
Permanent	NA	NA	NA	NA	NA	NA
Other than Permanent	NA	NA	NA	NA	NA	NA
<b>Total Employees</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

Note: Human rights training is provided as part of new employee orientation, POSH, and the code of conduct, among other things. The training is in accordance with the company's Code of Conduct and Human Rights Statement. The Code of Conduct policy is available for reference by other categories of employees on the company's website and intranet portal. They are expected to read and understand this code, to uphold these standards in their daily actions, and to comply with all applicable laws, rules, and regulations, as well as the company's policies and procedures.

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

Category	FY 2022 - 23					FY 2021 - 22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	& (B/A)	No. (C)	% (C/A)		No. (E)	& (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Total Permanent</b>	<b>2019</b>	<b>NA</b>		<b>2019</b>	<b>100%</b>	1753	NA		1753	100%
Male	1875	NA		1875	100%	1615	NA		1615	100%
Female	144	NA		144	100%	138	NA		138	100%
<b>Total other than Permanent</b>	<b>141</b>	<b>NA</b>		<b>141</b>	<b>100%</b>	73	NA		73	100%
Male	130	NA		130	100%	62	NA		62	100%
Female	11	NA		11	100%	11	NA		11	100%

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

Category	FY 2022 - 23					FY 2021 - 22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	& (B/A)	No. (C)	% (C/A)		No. (E)	& (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Total Permanent</b>										Not Applicable
Male										Not Applicable
Female										Not Applicable
<b>Total other than Permanent</b>										Not Applicable
Male										Not Applicable
Female										Not Applicable

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors	3	29,880,282	-	-
Key Management Personnel	2	6,975,733	-	-
Employees other than BoD and KMPs	2005	660,281	155	660,281
Workers	NA	NA	NA	NA

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

Yes.

The Human resource department is the focal point to address human rights issues in the company.

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

Grievances related to human rights issues are first brought to the notice of the local HR representative, who together with local unit head understands and investigates the case specific issues and thereafter reports to corporate HR for resolution on the subject matter.

Necessary action is taken in accordance with human rights policy, underlying workplace norms and laws. Accordingly the issue/ grievance is resolved.

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

	FY 2022 - 23			FY 2021 - 22		
	Filled during the year	Pending resolution at the end of year	Remarks	Filled during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0		0	0	
Discrimination at workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/ Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

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

The Company provides adequate protection to the complainants against any form of intimidation or harassment during the period of investigation and there after. The Company believes in the principle of natural justice and ensures full confidentiality of complainant is maintained during and after resolution of complaint. The complainant is protected against any adverse action not limited to harassment, unfair termination of employment, demotion, suspension and biased behavior.

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

Yes

All commercial agreements and contracts entered into by the company with any partner include relevant clauses on the affirmation of applicable regulatory obligations, which include human rights.

**9 Assessment of the year.**

	<b>% Of your plant and offices that were assessed (By entity or statutory authorities or third parties)</b>
<b>Sexual Harassment</b>	100%
<b>Discrimination at workplace</b>	100%
<b>Child Labour</b>	100%
<b>Forced Labour/ Involuntary Labour</b>	100%
<b>Wages</b>	100%
<b>Other human rights related issues</b>	

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

NA



## Leadership Indicator

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

During the reporting period, no business processes have been modified or introduced for addressing human rights grievances/ complaints.

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

The Company is committed to protecting and respecting Human Rights and remedying rights violations in case they are identified. The Company works towards providing equal employment opportunity, ensuring fairness, creating a harassment-free, safe environment and respecting fundamental human rights. As an equal opportunity employer, no discrimination is tolerated on any aspect. Refer to the Company's Human Right Policy on our Website.

### 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?

The Company is taking appropriate measures to build systems and processes to ensure appropriate infrastructural facilities and amenities are provided to future engagement of employees with disabilities to enable them to discharge their duties safely and effectively in the establishment.

### 4. Details on assessment of value chain partners:

	% Of value chain partners that were assessed (by value of business done with such partners)
Sexual Harassment	NIL
Discrimination at workplace	NIL
Child Labour	NIL
Forced Labour/ Involuntary Labour	NIL
Wages	NIL
Other human rights related issues	NIL

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

Not applicable

## PRINCIPLE 6

Businesses should respect and make effort to protect and restore the environment.

### Essential Indicator

#### 1. Details of total energy consumption and energy intensity.

Parameter	Unit	FY 2022 - 23	FY 2021 - 22
Total electricity consumption (A)	GJ	45,489.13	44,778.56
Total fuel consumption (B)	GJ	53,585.86	59,016.83
Energy consumption through other sources (C)	GJ	0	0
<b>Total energy consumption (A + B + C)</b>	<b>GJ</b>	<b>99,074.99</b>	<b>103,795.39</b>
Energy intensity per rupee of turnover (Total energy consumption/ Turnover in rupees)	GJ/ million ₹	5.236	6.877
Energy intensity (Optional) - the relevant metric may be selected by the entity			

Note: conversion factors used: Electricity consumption: GJ = 0.0036 x kWh of electricity;  
 Diesel consumption: GJ = 0.03586 x Ltr of diesel  
 Natural gas consumption: GJ = 0.03648 x SCM of Natural Gas

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.

TUV-SUD South Asia Pvt. Ltd

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

No.

#### 3. Provide details of the following disclosures related to water.

Parameter	Unit	FY 2022 - 23	FY 2021 - 22
<b>Water Withdrawal by source</b>			
(i) Surface Water	KL	0	0
(ii) GroundWater	KL	89	82
(iii) Third party Water	KL	326,553	331,015
(iv) Sea Water/ Desalinated Water	KL	0	0
(v) Others	KL	0	0
<b>Total volume of water withdrawal (i + ii + iii + iv + v)</b>	<b>KL</b>	<b>326,641</b>	<b>331,098</b>
<b>Total volume of water consumption</b>	<b>KL</b>	<b>326,641</b>	<b>331,098</b>
Water intensity per rupee of turnover (Total water consumption/ Turnover in rupees)	KL/ million ₹	17.26	21.93
Water intensity (Optional) - the relevant metric may be selected by the entity			

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.

TUV-SUD South Asia Pvt. Ltd

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

Ion Exchange (India) Ltd has resin manufacturing facility at Gujarat, which produces cation and anion exchange resins; gel, macroporous and isoporous resins for water, wastewater treatment as well as for non-water speciality applications. The unit generates around 1000 KLD effluent which is segregated based on the effluent characteristics as and treated separately.

The unit is permitted to dispose 600 KLD treated effluent after meeting the stringent norms set by the Ankleshwar GIDC CETP. To comply with these stringent regulations, Ion Exchange (I) Ltd. has invested in advanced wastewater treatment technologies. Thus, the total 1000 KLD effluent generated from the resin manufacturing unit, balance approx. 400 KLD of effluent is recycled back in the process plant.

For optimal water recovery and reuse in the production facility, the IEI chemical manufacturing facility in Patancheru also recycles approx. 24 KLD effluent with the help of the most recent and advanced wastewater treatment technologies. The current Effluent Treatment and to Recycling Plant is now being upgraded (52 KLD capacity) to a Zero Liquid Discharge (ZLD) system.

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

Parameter	Unit	FY 2022 - 23	FY 2021 - 22
NOx	µg/Nm <sup>3</sup>	27.2	25.9
SOx	µg/Nm <sup>3</sup>	31.9	29.2
Particulate matter (PM 10)	µg/Nm <sup>3</sup>	82.6	89.65
Particulate matter (PM 2.5)	µg/Nm <sup>3</sup>	54.2	45.19
Persistent organic pollutants (POP)		0	0
Volatile organic compounds (VOC)		0	0
Hazardous air pollutants (HAP)		0	0
Others		0	0

**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.

TUV-SUD South Asia Pvt. Ltd

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

Parameter	Unit	FY 2022 - 23	FY 2021 - 22
Total Scope 1 emissions - (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	t CO <sub>2</sub> e	3,338	3,638
Total Scope 2 emissions - (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	t CO <sub>2</sub> e	9,780	9,763
Total Scope 1 and Scope 2 emissions per rupee turnover (Total Scope 1 and Scope 2 emissions / Turnover in rupees)	t CO <sub>2</sub> e/ ₹	6.93 X 10 <sup>-7</sup>	8.88X 10 <sup>-7</sup>
Total Scope 1 and Scope 2 emissions intensity (Optional) - the relevant metric may be selected by the entity	NA	NA	NA

**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.

TUV-SUD South Asia Pvt. Ltd

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

The company understands the gravity of the global issue of climate change and the need to be proactive in the reduction of the Greenhouse Gas (GHG) emission.

Below are our projects dedicated to the reduction of GHG:

1. Energy Efficient 5 Star Air-Conditioning(HVAC) System
2. Energy Efficient LED Lighting System with occupancy sensor
3. Energy Efficient screw Chillers in place of reciprocating Chillers
4. Installation of VFDs for Pumps & Fans
5. Energy Efficient FRP Blades in Cooling Tower
6. Installation of Filter Press in place of Decanter(centrifuge)
7. Condensate Recovery system and improvement in Steam Traps
8. Adoption of IE3 Energy Efficient Motors
9. Use of energy efficient Planetary Gearbox in place of Worm gearbox in reactors
10. Use of renewable energy from rooftop Solar PV
11. Use of Electric Forklift
12. Tree Plantation

Our intent is to become Carbon Net Zero by 2030. Towards this intent, we have already initiated definite measures which includes implementation of renewable projects at some of our locations. We are optimistic in energy transition initiatives and supported by government policies, incentives and technology developments to improve cost efficiencies facilitating our defined intent.

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

Parameter	Unit	FY 2022 - 23	FY 2021 - 22
<b>Total waste generated</b>			
Plastic waste (A)	MT	0.036	0.00
E-waste (B)	MT	1.8	0.00
Bio-medical waste (C)	MT	0.00	0.00
Construction and demolition waste (D)	MT	0.00	0.00
Battery waste (E)	MT	0.5	0.9
Radioactive waste (F)	MT	0.00	0.00
Other Hazardous waste (G)	MT	15,361	15,997
Other Non-Hazardous waste (H)	MT	376	348
<b>Total (A + B + C + D + E + F + G + H)</b>	<b>MT</b>	<b>15,739</b>	<b>16,346</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations</b>			
<b>Category of waste</b>			
(i) Recycled	MT	0	0
(ii) Re-used	MT	6.072	6.072
(iii) Other recovery operations	MT	0.195	0.197
<b>Total</b>	<b>MT</b>	<b>6.267</b>	<b>6.269</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method</b>			
<b>Category of waste</b>			
(i) Incineration	MT	0	0
(ii) Landfilling	MT	47	47
(iii) Other disposal operations	MT	15,733	16,760
<b>Total</b>	<b>MT</b>	<b>15,780</b>	<b>16,807</b>

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

Waste generation is an unavoidable part of manufacturing process. The Company follows the strategy of Reduce, Reuse and Recycle for waste management and follows legally prescribed procedures, apply environmentally sound disposal techniques for disposing of hazardous waste and the non-hazardous waste. The Company takes efforts to minimize waste generation, treatment and discharge of all types of wastes complying with pollution control norms. In order to reduce quantum of hazardous waste going to CETPs and landfills the company has found avenues to recover value from these wastes by repurposing their use as inputs to other process industries or authorised recyclers.

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

Sr. No.	Location of operations/ offices	Types of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
	Not applicable		No offices or operations are present in ecologically sensitive areas

**11. Details of Environmental Impact Assessments (EIA) of projects undertaken by the entity based on applicable laws, in the current financial year:**

Name and brief details of project	EIA notification number	Date of notification	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No)	Relevant Web link
Establishment of Synthetic Organic Cation & Anion Resins Manufacturing unit by Ion Exchange (India) Limited, Plot No. - 18/1, MIDC Area, Village - Dhataw, Taluka - Roha, District - Raigad, by Ion Exchange India Limited	SIA/MH/IND3/77127/2022	09 Jun 2022	Yes	Yes	<a href="https://environmentclearance.nic.in/TrackState_proposal.aspx?type=EC&amp;status=EC_new&amp;statername=Maharashtra&amp;pno=SIA/MH/IND3/77127/2022&amp;pid=203600">https://environmentclearance.nic.in/TrackState_proposal.aspx?type=EC&amp;status=EC_new&amp;statername=Maharashtra&amp;pno=SIA/MH/IND3/77127/2022&amp;pid=203600</a>

**12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances.**

Yes.

The company complied with all 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 applicable states and central environmental law/ regulations/ guidelines in India.

Sr. No.	Specify the law/ regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken
			Nil	

## Leadership Indicator

### 1. Provide break-up of the total energy consumed from renewable and non-renewable sources.

Parameter	Unit	FY 2022 - 23	FY 2021 - 22
<b>From renewable sources</b>			
Total electricity consumption (A)	GJ	787.36	0
Total fuel consumption (B)	GJ	0	0
Energy consumption through other sources (C)	GJ	0	0
<b>Total energy consumed from renewable sources (A + B + C)</b>	GJ	<b>787.36</b>	0
<b>From non-renewable sources</b>			
Total electricity consumption (D)	GJ	44,701.77	44,778.56
Total fuel consumption (E)	GJ	53,585.86	59,016.83
Energy consumption through other sources (F)	GJ	0	0
<b>Total energy consumed from non-renewable sources (D + E + F)</b>	GJ	<b>98,287.63</b>	103,795.39

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.

TUV-SUD South Asia Pvt. Ltd

### 2. Provide the following details related to water discharge.

Parameter	Unit	FY 2022 - 23	FY 2021 - 22
<b>Water discharge by destination and level of treatment</b>			
(i) To Surface Water			
No treatment		0	0
With treatment (Specify level of treatment)		0	0
(ii) To Groundwater			
No treatment		0	0
With treatment (Specify level of treatment)		0	0
(iii) To Sea Water			
No treatment		0	0
With treatment (Specify level of treatment)		0	0
(iv) Sent to third-parties			
No treatment		0	0
With treatment (Specify level of treatment)	KL	207,929	186,642
(v) Other			
No treatment		0	0
With treatment (Specify level of treatment)		0	0
<b>Total water discharged</b>	KL	<b>207,929</b>	186,642

Note - Water is treated in ETP (primary, secondary and tertiary) before being sent to CETP.

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.

TUV-SUD South Asia Pvt. Ltd

**3. Water withdrawal, consumption and discharge in areas of water stress.**

For each facility/ plant located in areas of water stress:

(i) Name of the area:

(ii) Nature of operations:

(iii) Water withdrawal, consumption and discharge:

As per recent assessment report released by Central Ground Water Authority (CGWA) in December, 2022, none of the Company's plants are located in the water stress area. Thus, the disclosure is not applicable.

Parameter	Unit	FY 2022 - 23	FY 2021 - 22
<b>Water withdrawal by source</b>			
(i) Surface Water		NA	NA
(ii) GroundWater		NA	NA
(iii) Third party Water		NA	NA
(iv) Sea Water/ Desalinated Water		NA	NA
(v) Others		NA	NA
<b>Total volume of water withdrawal (i + ii + iii + iv + v)</b>		<b>NA</b>	<b>NA</b>
<b>Water consumption</b>			
<b>Total volume of water consumption</b>		<b>NA</b>	<b>NA</b>
Water intensity per rupee of turnover (Total water consumption/ Turnover in rupees)		NA	NA
Water intensity (Optional) -the relevant metric may be selected by the entity		NA	NA
<b>Water discharge by destination and level of treatment</b>			
(i) Into Surface Water		NA	NA
- No treatment		NA	NA
- With treatment (Specify level of treatment)		NA	NA
(ii) Into Groundwater		NA	NA
- No treatment		NA	NA
- With treatment (Specify level of treatment)		NA	NA
(iii) Into Sea Water			
- No treatment		NA	NA
- With treatment (Specify level of treatment)		NA	NA
(iv) Sent to third-parties		NA	NA
- No treatment		NA	NA
- With treatment (Specify level of treatment)		NA	NA
(v) Other		NA	NA
- No treatment		NA	NA
- With treatment (Specify level of treatment)		NA	NA
<b>Total water discharged</b>		<b>NA</b>	<b>NA</b>

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

**4. Provide details of total Scope 3 emissions & its intensity.**

Parameter	Unit	FY 2022 - 23	FY 2021 - 22
<b>Total Scope 3 emissions - (Break-up of the GHG into CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, NF<sub>3</sub>, if available)</b>		NA	NA
<b>Total Scope 3 emissions per rupee turnover (Total Scope 3 emissions / Turnover in rupees)</b>		NA	NA
<b>Total Scope 3 emissions intensity (Optional) - the relevant metric may be selected by the entity</b>		NA	NA

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

**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.**

Recognising the importance of water as a resource, we undertake several initiatives to optimise the consumption and reduce resultant wastewater generation through our reuse or recycle schemes. Such wastewater is further recovered and used back in process. The details of such initiatives can be found under SL. 4 of Essential Indicator - Principle 6

Sr. No.	Initiative undertake	Details of initiative (Web link if any, may be provided along with summary)	Outcome of the initiative
	NA		

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

The company has a standardized "Emergency Preparedness and Response document" to support its business continuity plan. It ensures resilient business operations and utmost safety of employees and the Company's assets. The business continuity plans are integrated in our Enterprise Risk Management program and guide our response to disruptions to our operations. This covers various scenarios as a part of risk management processes and provides for risk mitigation and management in case of uncertainties

This standard policy document applies to its manufacturing facilities. This Standard provides a structured approach for:

- Identifying the potential emergency situations arising out of the technological failure, natural disasters, health disasters, social emergencies;
- Assessing the risk involved;
- Identifying and implementing prevention and mitigation measures; and periodically assessing the effectiveness of continued preparedness.

In addition to the above Policy, we have also framed policies and system on Digital Security and protection against loss of processing data and storage facilities. The company has defined a policy and system for regular backup of digital data and restoration.

**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.**

We have not currently monitored the impacts to the environment arising from the value chain of the entity. However we have begun to draft processes and documents towards these activity relying upon current practices.

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

Not Applicable



## PRINCIPLE 7

Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

### Essential Indicator

#### 1. a. Number of affiliations with trade and industry chambers/ associations.

The company is associated with 15 trade and industry chambers/ associations.

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

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	Confederation of Indian Industry	National
2	Bombay Chambers of Commerce and Industry	State
3	Associated Chambers of Commerce & Industry of India (ASSOCHAM)	National
4	Indian Desalination Association	National
5	Indian Chamber of Commerce	National
6	Indian Environmental Association	National
7	Process Plant & Machinery Association of India	National
8	Indian Chemical Council	National
9	Water Quality India Association	National
10	Federation of Indian Export Organisation	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.

Nil

### Leadership Indicator

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

We play an active role towards building consensus around

Sr. No.	Public policy advocated	Method restored for such advocacy	Whether information available in public domain? (Yes/ No)	Frequency of review by board (Annually/ Half-yearly/ Quarterly/ Other)	Web link, if available
1	Thought leadership in environment and sustainability approach.	The Company represents the general interest of the industry in major trade associations and government initiated forms through its designated representative.	The advocacy is made or represented to trade associations and government bodies constituted to seek industry opinion on various subjects. The suggestions are made via emails or direct interactions in forums inviting our participations. Hence, generally these are not available on public domains.	Annually as a part of our strategy and advocacy plan to participate and interact on the subjects, in the agenda of trade bodies/ industry associations, government nominated bodies.	
2	Manufacturing safe and sustainable products,				
3	Evolving new standards for finished products and components used in water purification process.				
4	Promoting make in India concept				
5	Rationalisation of taxes, duties, etc.				

## PRINCIPLE 8

Businesses should promote inclusive growth and equitable development.

### Essential Indicator

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

The Company undertakes its CSR initiatives directly and through implementing agency in accordance with the applicable laws.

Name and brief details of project	SIA notification number	Date of notification	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/No)	Relevant Web link
(a) Solar powered farming and Irrigation systems			No		
(b) Women Empowerment through Driving training course for Women			No		

Details:

##### (a) Solar powered farming and Irrigation systems

We partnered with the NGO Keshav Shrusti for the project on Solar powered farming and Drip Irrigation at Morpada village, Palghar, Maharashtra.

Before intervention: 27 nos. of farmers in Morpada village were dependent on annual rainfall for cultivation one crop in a year. The average income of family was around ₹.20,000 per year. The children did not get financial support from family for continuing education as well job opportunity nearby. There were significant migrations of villagers to nearby town for income. Infact 90% of the crops that they cultivate is actually sufficient only for their own consumption

##### Intervention:

We supported by providing installing new 20 KWp Solar PV renewable based Water Pumping Irrigation System for the cultivated land from nearby Vaitarana river. The maximum water flow capacity is 50 m<sup>3</sup>/hr, which is adequate to irrigate 27 acre of land during all the seasons.

##### Impact :

1. Provided river water throughout the year for agriculture to 27 acres land for irrigation and created opportunity for multiple seasonal crops.
2. The income of 27 farmers and their families would increase to a minimum of 90,000 – 1L per annum.
3. Due to higher income, there would be reduction of migration of villagers to other places in search of jobs.
4. Most of the children will be able to continue primary education in the local area.

##### (b) Women Empowerment through Driving training course for Women

We partnered with the NGO ANEW – Association for Non-traditional Employment for Women, based in Anna Nagar, Chennai to support Driving training course (partnered with an authorized driving school) for 25 underprivileged women.

Before intervention: Of the 25 students, 15 were working earlier as either house helps, tea seller, coolie etc. and their average income was around Rs.6,800 per month and the rest of them were unemployed.

##### Intervention:

We supported for training the 25 women for driving course through the NGO ANEW which was a 6-months initiative where they completed their driving training at the driving school and received their licenses. All of them also received their badges which is mandatory for driving commercial vehicles. Additionally, they were trained in Orientation, Life Skills, English, Krav Maga (self-defense) & Legal Awareness sessions.

##### Post intervention:

Out of 25 Women 13 are working as drivers currently either driving their own vehicle or a rented one. 8 of them are selected for and awaiting auto under CM grant. 1 is in the process of buying a second hand vehicle. 3 of them are continuing the earlier work till they get a good driving opportunity.

Out of the 15 who were employed earlier, 13 women have an average income of Rs.16,000 per month i.e 100% increase from their previous earning.

This way they are able to give their children a better education and support their families for food and shelter.

We will continue our intervention & impact assessment through our initiatives.

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

Sr. No.	Name of project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	% Of PAFs covered by R&R	Amounts paid to PAFs in the FY (in ₹)
	Not Applicable					

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

The organisation has systems in place to hear and address the concerns of diverse stakeholders.

We have arranged for our local workers to visit the community and meet with individuals on a regular basis to gauge and address community problems. We have not encountered any specific issues from the community based on these interactions. Ion Exchange (the Ion Foundation's CSR branch) handles community complaints via our CSR implementation partners (NGOs).

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

	FY 2022 - 23	FY 2021 - 22
Directly sourced from MSMEs/ Small producers	9.6%	11.2%
Sourced directly from within the district and neighbouring districts	22.00%	28.00%

## Leadership Indicator

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):

Details of negative social impact identified	Corrective action taken
NA	

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

Sr. No.	State	Aspirational Districts	Amount Spent (in ₹)
		NA	

The company has undertaken CSR projects and activities in and around its manufacturing sites in Telangana, Navi Mumbai, Goa, Palghar, and Ankleshwar. The aspirational districts are located far away from our operational units, due to which, till date, the company has not undertaken any such CSR activity in those identified areas.

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

No.

The majority of the company's procurement is of industrial origin. The items are procured in bulk quantities. The company does not have a preferential procurement policy to purchase from suppliers comprising marginalised or vulnerable groups.

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

NA

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

NA

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:

Sr. No.	Intellectual property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefits shared (Yes/ No)	Basis of calculating benefits share
	NA	NA		

**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.**

Name of authority	Brief of the case	Corrective action taken
NA		

**6. Details of beneficiaries of CSR projects:**

Sr. No.	CSR Project	Number of person benefited from CSR projects	% Of beneficiaries from vulnerable and marginalized groups
1	Education	30,214	100 % of the Projects serve the beneficiaries who are from the under privileged, marginalised, vulnerable and backward community of the society.
2	Health & Hygiene	5,637	
3	Water	3,285	
4	Rural Development	555	

**PRINCIPLE 9**

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

**Essential Indicator**

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

Complaint registration and resolution is a CRM system-based process. All complaints are entered into CRM by a designated Customer Relationship Officer (CRO) at each Ion Exchange office location. Based on the product line and nature of the complaint, it is reviewed by the appropriate authority (factory, business head, etc.) and taken up for effective resolution; once resolved, it is notified to the appropriate CRO via the system. CROs close the complaint in the system after verifying it with the customer and informing all stakeholders within the organisation.

To resolve consumer client complaints related to Home Water Solution we maintains a dedicated call centre staffed by customer care representatives. Customers can also contact us via a dedicated chat bot and WhatsApp number on the its website. Our team also monitors any consumer queries or complaints posted on official social media sites and forwards them to the appropriate team for prompt response.

**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
<b>Environmental and social parameters relevant to the product.</b>	100%
<b>Safe and responsible usage</b>	100%
<b>Recycling and/or safe disposal</b>	100%

Product information is available on the Product Data Sheet, and the MSDS (Material Safety Data Sheet) as applicable. It includes product description and information on product performance features & benefits, its application and usage and precautions for safe usage, safe disposal, environmental parameter relevant to product along with technical data.

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

	FY 2022 - 23			FY 2021 - 22		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data Privacy	0	0		0	0	
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	0	0		0	0	
Restrictive trade practices	0	0		0	0	
Unfair trade practices	0	0		0	0	
Other	0	0		0	0	

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

	Number	Reasons for recall
Voluntary recalls	Nil	
Forced recalls	Nil	

**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.**

Yes.

Ion Exchange has created framework / policy on cyber security and risks related to data privacy and all available on official webpages of Ion Exchange Global and ZeroB.

Web-link:

(a) <https://ionexchangeglobal.com/privacy-policy/>.

(b) <https://ionexchangeglobal.com/terms-of-use/>.

(c) <https://www.zerobonline.com/privacy-policy/>

**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.**

NA

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

Yes.

Informations on company's products and services can be accessed through various public domains, social media sites such as Ion Exchange official website, Facebook, LinkedIn, Twitter, YouTube handles. Following are the Web-link:

<https://ionexchangeglobal.com/>

<https://hydramem.com/>

<https://ionresins.com/>

<https://www.zerobonline.com>

<http://www.ieiasiapacific.com>

<https://www.labwater.in>

<https://zerobhydrolife.co.in/>

<https://www.linkedin.com/company/ion-exchange-india-ltd/?viewAsMember=true>

<https://www.facebook.com/IONEXCHANGE>

[https://twitter.com/IEI\\_Ltd](https://twitter.com/IEI_Ltd)

<https://www.youtube.com/@ionexchange9704>

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

All Engineering Products MSDS for chemicals and resins come with an operation and maintenance manual. To protect the safety of our clients, we provide detailed product specifications and installation instructions with each Home Water Solution product. We put a QR code on every product to make this information more accessible to customers.

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

For Home Water Solution products, any disruption in service is communicated to the customer through a banner on the official website.

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

**If yes, provide details in brief.**

Yes.

The product information is displayed as per the applicable norms.

For Home Water Solution Product, in addition to the mandatory information, we also display a scannable QR code on the products to provide detailed information about each product.

Transparency and fairness in dealings with customers are followed across Ion Exchange and its group companies. None of the products withhold any relevant information needed by the customers to make informed decisions. Ion Exchange and its group companies, through their charters, policies, etc., communicate customer rights, company commitments, grievance redressal mechanisms, and ombudsman schemes, as applicable, which emphasise our commitment to fair practices by maintaining transparency in the products and services offered.

**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.

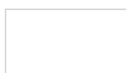
Customer satisfaction surveys are conducted on a regular basis. The survey's objectives include gathering customer input on pre-sales activities, post-sales activities such as delivering and commissioning plants, product quality and performance, other post-sales services, and corporate image. The survey results are shared with top management, a root cause analysis is performed, and any necessary corrective actions are implemented.

**5. Provide the following information relating to data breaches:**

a	Number of instances of data breaches along-with impact	Nil
b	Percentage of data breaches involving personally identifiable information of customers	Nil

## Alignment of BRSR principles with the SDGs

Principle SDG	Principle 1	Principle 2	Principle 3	Principle 4	Principle 5	Principle 6	Principle 7	Principle 8	Principle 9
			✓	✓				✓	
			✓			✓		✓	
			✓					✓	✓
			✓	✓	✓			✓	
		✓				✓		✓	
		✓				✓	✓		
		✓	✓		✓			✓	
		✓				✓	✓		
		✓				✓	✓		
			✓	✓			✓	✓	
		✓				✓			✓
		✓				✓	✓	✓	
	✓		✓	✓	✓			✓	
	✓						✓	✓	



Alignment of BRSR principles with the Sustainable Development Goals



Sustainable Development Goals adopted by Ion Exchange (India) Ltd.