



WHIRLPOOL OF INDIA LIMITED
(CIN NO. : L29191PN1960PLC020063)

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09.08.2023

<p>The Manager Listing Department BSE Limited Phiroze Jeejeebhoy Towers Dalal Street, Mumbai, Maharashtra - 400001</p> <p>Scrip Code: 500238</p>	<p>The Manager Listing Department National Stock Exchange of India Limited Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra East, Mumbai, Maharashtra – 400051</p> <p>Symbol: WHIRLPOOL</p>
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Dear Sirs,

Sub: Business Responsibility and Sustainability Reporting for the FY 2022-23

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for Financial Year (FY) 2022- 23, which also forms part of the Integrated Annual Report for FY 2022-23.

This is for your information and record.

Thanking you,

Yours faithfully,

For Whirlpool of India Limited

Roopali Singh
VP - Legal & Company Secretary

Encl - As above

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Executive Summary

At Whirlpool, we are fiercely committed to our vision to “Be the best kitchen and laundry company, in constant pursuit of improving life at home.” Over the years, we have continued to develop innovative products that save time and effort for our consumers, identified new ways to lessen our environmental impact and supported our employees and our communities, all while striving to deliver, long-term value for our shareholders.

Our ESG strategy is an integral part of our long-term aligned strategic imperatives and operating priorities. It is deeply embedded in our vision, mission and values as an organization. We continuously seek to identify ways to broaden our commitments to ESG efforts and make progress on our goal of making life in our homes, our communities and our operations better today and in the future.

The company has been disclosing key sustainability indicators in India through its Business Responsibility Report (BRR) as per SEBI’s requirement, and as of the current FY 2022-23, it has adopted the new BRSR format as mandated by SEBI for its non-financial performance disclosure.

SECTION A: GENERAL DISCLOSURES

S.No.	Details of Listed Entity	
1.	Corporate Identity Number (CIN) of the Listed Entity	L29191PN1960PLC020063
2.	Name of the Listed Entity	Whirlpool of India Limited (“Company/Whirlpool”)
3.	Year of incorporation	1960
4.	Registered office address	A-4, MIDC, Ranjangaon, Taluka - Shirur, Pune, Maharashtra - 412220
5.	Corporate address	Plot No. 40, Sector 44, Gurugram, Haryana - 122002
6.	E-mail	investor_contact@whirlpool.com
7.	Telephone	02138-660100
8.	Website	www.whirlpoolindia.com
9.	Financial year for which reporting is being done	2022-23
10.	Name of the Stock Exchange(s) where shares are listed	Bombay Stock Exchange and National Stock Exchange
11.	Paid-up Capital	INR 12,687 lacs
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	Ms. Roopali Singh, Compliance Officer, 0124-3591300, compliance_officer@whirlpool.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Data in this BRSR Report has been reported on a standalone basis.

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Manufacturing and trading of consumer durables	Whirlpool specializes in the manufacturing and distribution of consumer durables like Refrigerators, Washing Machines, Air Conditioners, Microwaves, Dishwashers, etc.	97%

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	Refrigerator	27501	58%
2	Washing Machine	27501	25%
3	Air Conditioner	27509	7%

III. Operations

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

Locations	Number of plants	Number of offices	Total
National	3	71*	74
International	-	1	1

**includes branch offices and warehouses*

17. Markets served by the entity:

a) Number of locations

Locations	Number
National (No. of States)	All States and Union Territories
International (No. of Countries)	All SAARC Markets

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

For the FY-2022-23, the contribution of exports as a percentage of total turnover of the company was 1.9% of our total turnover.

c) A brief on types of customers

The Company's consumers primarily consists of households and individuals seeking high-quality, reliable and technologically advanced products to meet their daily household needs. The Company's product portfolio encompasses a wide range of appliances such as refrigerators, washing machines, air conditioners, microwaves, oven, etc. The Company services its consumers through its wide network of distributors, traditional and organized trade, e-commerce and other retail and distribution channels.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S.No.	Particulars	Total		Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)	
EMPLOYEES							
1.	Permanent* (D)	1,618	1,373	85%	245	15%	
2.	Other than Permanent** (E)	5,233	4,730	90%	503	10%	
3.	Total employees (D + E)	6,851	6,103	89%	748	11%	
WORKERS							
4.	Permanent*** (F)	759	755	99%	4	1%	
5.	Other than Permanent**** (G)	3,899	2,790	72%	1,109	28%	
6.	Total workers (F + G)	4,658	3,545	76%	1,113	24%	

*Permanent Employees includes all on roll white collar employees

**Other than permanent employees include temporary, contractual and third party employees

***Permanent Workers include all blue collar workers

****Other than permanent workers include contract workers at all locations

b. Differently-abled Employees and workers:

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

19. Participation/Inclusion/Representation of women

	Total		No. and percentage of Females	
	(A)	No. (B)	% (B / A)	
Board of Directors	7	1	14%	
Key Management Personnel*	4	1	25%	

*Comprising of Managing Director, Executive Director, Chief Financial Officer and Company Secretary of the Company.

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20. Turnover rate for permanent employees and workers

In the Financial Year 2022-23, the overall attrition for permanent employees was 25% (voluntary separation, termination, retirement and abandonment of services)

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	24%	31%	25%	21%	28%	22%	16%	18%	17%
Permanent Workers	8%	-	8%	6%	-	6%	10%	-	10%

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 at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Whirlpool Mauritius Limited	Holding	75%	No
2	Elica PB Whirlpool Kitchen Appliances Private Limited	Subsidiary	87.25%	Yes

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: **Yes**
(ii) Turnover (in INR): 621,025 Lacs
(iii) Net worth (in INR): 3,106.66 Lacs

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 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes*	—	—	—	—	—	—
Investors (other than shareholders)	Yes*	—	—	—	—	—	—
Shareholders	Yes*	32	2	—	29	3	—
Employees and workers	Yes*	11	3	—	4	0	—

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 Current Financial Year			FY 2021-22 Previous Financial Year		
		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
Customers [@]	Yes#	1,554,374	15,211		1,416,737	14,721	—
Value Chain Partners	Yes*	3	0		1	0	—
Other	—	—	—	—	—	—	—

*Weblink: <https://corporate.whirlpoolindia.com/corporate-governance/>

Weblink: <https://www.whirlpoolindia.com/customer-care-service>

@ Includes all consumer queries, product related information, service requests & complaints received through all channels/platforms.

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Product Stewardship	Opportunity	Designing safe products that reduce the use of non-renewable resources and lower product carbon and water footprints are fundamental to us for delivering on our promise to improve life at home. Product safety and quality are at the forefront of everything we do and it helps earn and keep the trust of our consumers.	Through our Design for Sustainability (DfS) program, we carry through our commitment of product leadership and support the design of new products with exceptional quality, innovation and performance. Whirlpool's industry-leading best practice on product safety has a robust safety risk assessment process to evaluate risk over the life cycle of the product.	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2.	Circular Economy	Opportunity	The circular economy represents a pathway to decouple the increasing demand of goods and services from its resource consumption by reducing and reusing resources and by extending the lifetime of products to reduce environmental impacts.	Implementing circularity strategy to cover the whole product life cycle. Extending product lifetime via repairs. Enhancing initiatives for product end-of-life management.	Positive
3.	Sustainable operations	Opportunity	As an organisation we are dedicated to sustainable growth and as per our sustainability strategy we focus not only on producing innovative products but also minimizing our environmental footprint.	Our overall approach include implementing manufacturing process improvements, investing in renewable energy and fuels, promoting energy efficiency and retrofits and defining an offset strategy for unavoidable emissions	Positive
4.	Waste Management	Risk	Government regulations around Extended Producer Responsibility (EPR) such as the E-waste and Plastic Waste Management Rules for safe disposal, recycling and reuse for industries to safely manage the waste being generated are evolving rapidly.	Implementing waste reduction strategies, promoting recycling and reuse, optimizing manufacturing processes to minimize waste generation and complying with applicable waste management regulations (E-waste and Plastic waste management rules)	Positive
5.	Responsible Sourcing	Opportunity	We are committed to winning with integrity, and extend this principle to all our suppliers and third parties.	The Company has a robust responsible sourcing program and these initiatives are divided into three complementary pillars focusing on Governance practices, responsible environmental conduct and creating positive social impact.	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6.	Inclusion and Diversity	Opportunity	To fully harness the potential of human talent, diverse and inclusive work culture that is rooted in a genuine sense of belonging, fairness, and equity becomes impertaive. This approach empowers individuals to bring their authentic selves to work, fosters a collaborative environment that enhances operational efficiency.	Diversity and Inclusion is a key pillar of Whirlpool's enduring values. We have been working toward enabling a culture where everyone experiences a sense of belonging, is comfortable being their authentic self, feels appreciated for their diverse perspectives and has equal access to opportunities and resources. To this end various measures like Whirlpool Asian Network, Women of Whirlpool, etc has been established.	Positive
7.	Health including occupational health and safety	Risk and Opportunity	Effective business management involves the incorporation of safety and health measures as a fundamental aspect. Health and safety risk not only impacts productivity and increase related cost but also overall impacts well being of employees	Whirlpool aims to improve employee well being, increase productivity and minimize workplace accidents or incidents which creates a positive work culture and contributes to organizational success and sustainability. We use WCM methodologies to provide our workforce safe and ergonomic environment. A well-being strategy called "Be Well" that emphasizes 6 pathways for well-being, such as health, balance, curiosity, and connection has been implemented. Health and safety trainings are delivered to the workforce on periodic intervals.	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8.	Local communities	Opportunity	Whirlpool is committed to maintaining strong, lasting connections with the communities where we do business and we embrace our responsibility to support these communities.	A robust CSR Policy is in place. Whirlpool's initiative around community stewardship include promoting employment, enhancing vocational skills for employability of youth and conducting skill development programs. Cultivating community development plans in the vicinity of factories based on needs and priorities of the host communities is an essential part of our CSR efforts.	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	*	*	*	*	*	*	*	*	*
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	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.	The Company's factories have well defined Environment, Health, Safety and Quality Management systems in place with stringent internal standards and are also certified with international standards ISO 45001: 2018: Occupational Health and safety Management system; ISO 14001: 2015: Environmental Management system, ISO 9001: 2015: Quality Management system.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Globally, Whirlpool Corporation has set targets and commitments with attainable action plans with respect to Environment and Social parameters. Your Company as one of the major marketplace of Whirlpool group are also committed to align itself to help achieve the targets in line with the ultimate parent company.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.									
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	As a globally recognized corporation, Whirlpool and its parent companies are committed to driving positive change and addressing ESG-related challenges. Their collective efforts are focused on improving the quality of life at home while upholding social and environmental responsibilities. To accelerate this transition, we are actively investing in renewable energy sources and exploring innovative solutions. Sustainability is deeply ingrained in our values and we take pride in our continuous pursuit of innovation and delivering exceptional products to our customers.								

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8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Board of Directors of your Company mainly led by the Managing Director has the primary responsibility for implementation and oversight of the Business Responsibility Policies.
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Managing Director of the Company along with key members of Management Team leads the sustainability efforts of the Company.

*Weblink: <https://corporate.whirlpoolindia.com/corporate-governance>

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)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	D	D	D	D	D	D	D	D	D	A	A	A	A	A	A	A	A	A
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	D	D	D	D	D	D	D	D	D	A	A	A	A	A	A	A	A	A

*D - Managing Director along with Key Management Team members
A - Annually*

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	N	N	N	N	N	N	N	N	N

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

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Whirlpool's Ethics and Compliance Program represents our sustained commitment to empowering employees, sustaining a living "Speak Up, Listen Up" culture and ensuring that our integrity value is activated every day so we can maintain the trust of consumers, colleagues, stakeholders and the communities where we live and work. Ethics and Compliance is the manifestation of what we do as an organization. Our strategic approach is to have a dynamic, agile and evolving risk-based ethics and compliance program that inspires stakeholder confidence in a culture of high integrity, empowers confident and educated teams that understand the importance of integrity in the marketplace, and proactively manages and responds to risks, whether potential or current. Whirlpool's Ethics and Compliance Program is focused on enhancing and sustaining our culture of winning with integrity, empowering employees with tools and resources to act with integrity, within a risk-based framework. Our program puts our integrity value at the forefront and empowers our employees to keep it there. A cornerstone of our program is Our Integrity Manual (Code of Conduct). The Company emphasizes the significance of integrity, ethical behavior, transparency and accountability in conducting and governing businesses. The Company has implemented training and awareness programs that cover all principles ensuring that its Board of Directors, Key Managerial Personnel and employees understand and adopt these guidelines. Furthermore, Whirlpool maintains a robust anti-corruption and anti-bribery policy, as outlined in its Integrity Manual (Code of Conduct), which emphasizes conducting business ethically.

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	1	Familiarization programs and presentations on various subjects such as Regulatory changes, Enterprise Risk Management, Cybersecurity, Strategy etc.	100%
Key Managerial Personnel	1	All Principles	100%
Employees other than BoD and KMPs	103	Integrity Manual (anti-bribery, anti-corruption, conflict of interest, harassment, etc.), Health & Safety and well being sessions.	100%
Workers	168	Integrity Manual, Health and Safety	100%

Note: In addition to above, various virtual streaming sessions were conducted throughout the year for the employees and workers.

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):

During the financial year 2022-23, there were no material fines/penalties/punishment/award/ compounding fees/ settlement amount paid in proceedings by the entity/director/KMPs to regulators/law enforcement agencies/judicial institutions.

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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.

At Whirlpool we do business the right way. This means that we do not tolerate bribery or corruption of any kind. Moreover, it means that we are actively adhering to this principle in all aspects of our business. In addition to our Integrity Manual, the Company maintains an anti-corruption policy, which provides guidance and details of our anti-corruption commitment and expectations. We use an anti-corruption program to identify and mitigate potential corruption risks. This includes risk-based policies and procedures, online and in-person facilitated training and risk-based assessments to monitor, mitigate and eradicate corruption risks. Regular communication is provided to ensure awareness and adherence to the Company's Integrity Manual (Code of Conduct), Anti-corruption, Anti-bribery, and gift policies. By fostering a culture of ethical conduct, Whirlpool reinforces its dedication to conducting business in an upright manner and expects its employees to uphold these principles. The Company's Code of Conduct can be accessed at www.whirlpoolindia.com.

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

No disciplinary action was taken by any law enforcement agency against any Direction/KMP/employee/worker for charges of bribery/corruption.

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

	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	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.

There were no cases of corruption or conflicts of interest which required action by regulators/ law enforcement agencies/judicial institutions.

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

Whirlpool emphasizes that businesses should provide goods and services in a sustainable and safe manner. Whirlpool, being a subsidiary within the Whirlpool Group, places a strong emphasis on Research and Development (R&D) efforts and Capital Expenditure (capex) investments to improve the environmental and social impacts of its products and processes. The Company benefits from the extensive central R&D efforts of the Group, allowing them to focus on adapting products to local conditions, enhancing the quality of raw materials and implementing sustainable practices. Whirlpool actively seeks to improve energy, water and waste intensity, while maximizing the use of solar energy. The Company prioritizes plant machine guarding and safety infrastructure improvement projects to ensure a safe working environment. Whirlpool has established procedures for sustainable sourcing, as outlined in its Supplier Code of Conduct, which includes requirements related to anti-bribery, anti-corruption, ethical guidelines, human rights and health and safety. The Company conducts audits and due diligence to assess supplier compliance to the Supplier Code of Conduct. The Company also demonstrates its commitment to responsible product disposal through compliance with Extended Producer Responsibility (EPR) regulations, such as E-waste and Plastic Waste Management Rules, with a focus on safe reclamation, recycling and disposal of products.

Essential Indicators

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

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	> 55%	> 40%	Development of energy efficient products as per regulations. Energy, water & waste intensity improvement projects and processes. Augmenting machine guarding & safety Infrastructure. New manufacturing line for front load washing machine at Puducherry.
Capex			

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

Yes. At Whirlpool, we are committed to winning with integrity, and we extend this principle to not only our employees, but also to those external firms we do business with. We hold ourselves to high compliance standards, and we expect our suppliers and third parties acting on behalf of our Company to do business the right way as well. Whirlpool has a Supplier Code of Conduct that lays down the requirements and standards that suppliers have to meet before they engage with the Company. The Supplier Code of Conduct mentions aspects related to anti bribery and anti-corruption, ethical guidelines, human rights, health and safety and legal compliances that has to be followed by the supplier. Since its adoption, the Supplier Code of Conduct (SCoC) has represented the key ethical and legal operating provisions that we expect our suppliers to maintain in their own operations. Adherence to the SCoC is mandatory for vendors of services or goods, and is incorporated into our standard contract templates and purchase order terms and conditions. To ensure alignment with our high ethical expectations for vendors we conduct for direct material vendors rigorous series of due diligence and auditing activities through our Supplier Code of Conduct (SCoC) auditing program, Third Party Due Diligence (TPDD) screening, and conflict minerals tracking program. In addition to that, Supplier Quality Assurance checks are conducted to check the robustness of the supplier’s processes and systems.

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

Whirlpool's supply chain enables the optimum utilization of raw materials, efficient recycling and streamlined logistic operations. Consequently, the Company places huge emphasis on enhancing the sustainability of its suppliers. The sustainable sourcing initiative of Whirlpool encompass mandatory elements such as labour standards, health and safety, and additional elements like environmental assessments. In FY 2022-23, the Company successfully sourced 86% of its inputs sustainably.

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.

Plastics and e-waste are part of Extended Producer Responsibility (EPR) of the Company under Plastic Waste Management Rules, 2016 and E-Waste Management Rules, 2016, as amended from time to time. As a part of the e-waste recycling and plastic waste management programme, the Company has tied up with authorized Producer Responsibility Organisations and recyclers for safe management of plastic waste as well as identified appliances that have reached their end-of-life.

We actively encourage consumers to also dispose of their old electronic goods through the disposal channels offered by the Company. In FY 2022 - 2023, we reclaimed 58,338 MT of e-waste and 3,901 MT of plastic packaging waste.

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

Yes, Extended Producer Responsibility (EPR) is applicable to Company's activities and the waste collection plans are in conformity with Extended Producer Responsibility submitted to Central Pollution Control Board.

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

At Whirlpool, we believe that the key to our success is our employees, who embody our commitment to quality, innovation, and growth. We take care of our employees by supporting their continuous development, prompting fairness and inclusion, and providing the tools they need to work safely. By engaging our employees, we demonstrate our willingness to listen and respond to needs as they evolve. Inclusion and Diversity is one of our Enduring Values and remains a critical strategic priority for the organization. With our mission of having a respectful and supportive workplace and culture that enables us to attract and retain a diverse workforce, we continue to make steady progress in cultivating inclusive leadership, reinforcing organizational and procedural fairness and enhancing a culture of inclusion to make all employees feel welcomed, valued, respected and heard every day. We believe that there's something profoundly unique about working at Whirlpool. Our values and our "feel at home" culture, where we care for each other, and we hold one another accountable. We have worked to develop a holistic well-being strategy centered around Be*Well. The program focuses on six pathways: Be*Balanced, Be*Curious, Be*Prepared, Be*Connected, Be*Healthy and Be*You. In 2022, we began the formal rollout of the pathways with continued education and additional programs. The Company provides resources, webinars and communications through newsletters to help employees feel supported in each of the holistic pathways.

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)	Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	1,373	1,373	100%	1,373	100%	-	-	1,373	100%	-	-
Female	245	245	100%	245	100%	245	100%	-	-	245	100%
Total	1,618	1,618	100%	1,618	100%	245	15%	1,373	85%	245	15%
Other than Permanent employees											
Male	4,730	4,730	100%	4,730	100%	-	-	-	-	-	-
Female	503	503	100%	503	100%	503	100%	-	-	89	18%
Total	5,233	5,233	100%	5,233	100%	503	10%	-	-	89	2.0%

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	Number (B)	Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	755	755	100%	755	100%	-	-	-	-	-	-
Female	4	4	100%	4	100%	4	100%	-	-	4	100%
Total	759	759	100%	759	100%	4	1%	-	-	4	1%
Other than Permanent workers											
Male	2,790	2,790	100%	2,790	100%	-	-	-	-	-	-
Female	1,109	1,109	100%	1,109	100%	1,109	100%	-	-	1,109	100%
Total	3,899	3,899	100%	3,899	100%	1,109	28%	-	-	1,109	28%

2. Details of retirement benefits, for Current Financial Year and Previous Financial Year.

Benefits	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers (Y/N/N.A.)	Deducted and deposited with the authority	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers (Y/N/N.A.)	Deducted and deposited with the authority
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	0%	0.26%	Y	0.17%	0.24%	Y
Others	-	-	-	-	-	-

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:

Whirlpool prioritizes accessibility for individuals who are differently abled. Respect is deeply engrained in the core values of the Company and this commitment is also reflected in our Integrity Manual, which emphasizes on respecting one another and fosters an ecosystem of diversity and inclusion. We are dedicated to make and improve our infrastructure friendlier for the differently abled stakeholders and attempt to provide accessibility for all.

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 recognizes that the achievement of its long-term goals and future success relies on attracting and retaining the best talent at all levels while fostering a working environment that values diversity and ensures fair and equitable treatment for every employee. Whirlpool is committed to promoting diversity and providing equal employment opportunities. The Company upholds the principles of diversity and inclusion in its business operations and complies with local laws and regulations related to this matter. The policy can be accessed through the following web link: <https://www.whirlpoolindia.com>.

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

Gender	Permanent Employees		Permanent Workers*	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	-	-
Female	100%	100%	-	-
Total	100%	100%	-	-

* Paternity Leave is not available for workers.

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

Yes/No (If Yes, then give details of the mechanism in brief)	
Permanent Workers	Whirlpool provides a formal Grievance Redressal Mechanism to raise concerns or grievances. It is committed to maintaining integrity and upholding the enduring values of "Respect". The Company encourages its employees and stakeholders to report any practices or actions that they believe are inappropriate or inconsistent with the principles outlined in the Integrity Manual (Code of Conduct). The Code of Conduct includes various "Integrity Channels" through which grievances can be raised, including a confidential whistleblower line. The Company ensures that all concerns raised are investigated impartially, in accordance with the principles and policies established by the Company, and without any form of retaliation.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	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 (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	1,618	Nil	-	1,776	Nil	-
- Male	1,373	Nil	-	1,511	Nil	-
- Female	245	Nil	-	265	Nil	-
Total Permanent Workers	759	759	100%	822	822	100%
- Male	755	755	100%	818	818	100%
- Female	4	4	100%	4	4	100%

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Current Financial Year					Previous Financial Year				
	Total (A)	On Health and Safety measures		On skill upgradation		Total (D)	On Health and Safety measures		On skill upgradation	
	Number (B)	% (B / A)	Number (C)	% (C / A)		Number (E)	% (E / D)	Number (F)	% (F / D)	
Employees										
Male	1,373	1,192	87%	754	55%	1,511	845	56%	586	39%
Female	245	73	30%	150	61%	265	112	42%	135	51%
Total	1,618	1,265	78%	904	56%	1,776	957	54%	721	41%
Workers										
Male	755	755	100%	25	3%	818	818	100%	20	2%
Female	4	4	100%	-	-	4	4	100%	-	-
Total	759	759	100%	25	3%	822	822	100%	20	2%

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

All white collar employees are covered by the performance review process, regardless of gender. Whirlpool's performance management process, Every Day Performance Excellence, focuses on both the "What" and the "How" of performance. Employees create objectives in each of four performance categories (Business Performance, Strategic/Project Impact, Organization and Talent, and My Leadership and Values). Formal reviews at mid-year and year-end are supplemented with continuous coaching and feedback from people leaders and cross-functional partners to drive extraordinary results. For the Workers, the key productivity matrix and performance approvals are governed by long-term settlement agreement.

Category	FY 2022-23			FY 2021-22		
	(Current Financial Year)			(Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	1,373	1,322	96%	1,511	1,487	98%
Female	245	238	97%	265	208	78%
Total	1,618	1,560	96%	1,776	1,695	95%
Workers						
Male	755	755	100%	818	818	100%
Female	4	4	100%	4	4	100%
Total	759	759	100%	822	822	100%

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 of such system?

Yes. "We Care" EHSS Standards Manual is the management system operating framework being implemented to manage and continuously improve Environment, Health, Safety, Sustainability (EHSS) and for promoting our "We Care" culture within Whirlpool. We remain committed to continuously

improve our Environment, Health and Safety (EHS) programs, focusing on reducing risks and workplace injuries. The coverage of our occupational health and safety management system extends to all aspects of operations, including production and non-production activities at our manufacturing sites. Whirlpool emphasizes the importance of risk analysis in driving EHSS improvement. We actively utilize the risk analysis process as a compass to identify hazards and implement necessary controls. We recognize our shared responsibility to protect employees, preserve the environment and act sustainably.

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

Whirlpool's "We Care" manual entails all processes related to EHS. This framework encompasses a series of processes for ongoing identification, assessment, and mitigation of risks, with active involvement of the workforce at all facilities. To promote a safety conscious culture, shop floor activities include hazard spotting tours, suggestion schemes, daily briefings and periodic EHS Committee meetings where employees actively participate. Additionally the Company's manufacturing units undergo regular Environmental, Health and Safety Audits to ensure compliance with the standards.

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

Yes, the "We Care" framework clearly embodies our commitment to protecting our employees, preserving the environment and to act sustainably throughout our business operations. Maintaining high Environmental, Health and Safety (EHS) and sustainability standards are more than simply a good business practice; it is a fundamental responsibility. We foster active participation and involvement of employees and workers at all levels in our EHS processes and encourage our employees and workers to report all work related hazards, near misses, accidents and unsafe practices/ conditions through all formal and informal channels. On a continuous basis the Management also carries out safety reviews and safety walks for systematic identification of hazards. All suggestions/ observations/ concerns are carefully evaluated and control measures are proactively implemented to minimise risks.

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

Yes, permanent employees and their family members have access to the Company provided or Company supported medical benefits. Permanent workers have access to medical benefits through Company provided group insurance policies and Company funded medical support services.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0.098	0.084
Total recordable work-related injuries	Employees	0	0
	Workers	3	5
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

Whirlpool takes several measures to ensure a safe and healthy workplace. We have a strong commitment to our employees' well-being and strive to maintain a healthy and safe environment. This includes identifying and addressing risks, exceeding health and safety regulations, and promoting a violence-free workplace. We emphasize the importance of acting responsibly, complying with safety standards, and using personal protective equipment. We encourage our employees to identify and report hazards, incidents and work towards resolving them. We also benefit from global best practices in risk assessment and have implemented a Machine Safety evaluation and remediation program which among various measures also covers Comprehensive Machine Risk Assessment (MRA) and periodic testing of machine safeguards (interlocks, light curtains, area scanners, etc.) This initiative enhances the safeguarding of machinery and equipment through assessments and prioritized remediation. Further, the Company follows standardized processes and safety requirements aligned with World Class Manufacturing (WCM) and Early Equipment Management (EEM). We actively engage with operational leadership, conduct periodic EHS reviews at various levels and provide workshops on operating safely using themes like "Attitude for Life" & WeCare Management System. Overall, we prioritize EHS as a shared responsibility and continuously works towards reducing workplace injuries.

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Filed during the year of year	Pending resolution at the end	Remarks	Filed during the year of year	Pending resolution at the end	Remarks
Working Conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

14. Assessments for the year:

Whirlpool's manufacturing locations are covered under the ISO 45001:2018 (Requirements for an Occupational Health and Safety (OH&S) management system), ISO 14001:2015 (requirements for an environmental management system) and ISO 9001:2015 (requirements for quality management system).

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

* Periodic assessments are carried out for the locations.

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.

Within our manufacturing sites, taking corrective action for problems and improving the management system and its processes is done following the WCM methodology. Regular reviews and audits are conducted by internal audit teams and factory EH&S teams and corrective and preventive measures are taken based on audit findings. Detailed investigations are also carried out for all accidents to identify root causes and prevent recurrence. Corrective actions are proactively implemented and learnings are disseminated extensively. Effectiveness of the deployed corrective actions are tracked and verified through safety audits.

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

Essential Indicators

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

The Company carefully identifies its stakeholders after a thorough need assessment. Your Company's stakeholder network consists of the people your Company's operations impact and those who influence your Company's activities.

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 & Marginalised group	Channels of communication (SMS, email, newspaper, pamphlets, advertisement, community meetings, notice board, website, others)	Frequency of Engagement (Annually/ Half Yearly, Quarterly, Other please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Direct Contact, Intranet, internal events, capacity building sessions, Quarterly Pulse Surveys, Townhalls	Ongoing basis	Updates on business and strategy and welcome their insights and perspective
Local Communities	Yes	Local events, CSR initiatives	Ongoing basis	Assessment of needs of the community and designing relevant programs/engagement platforms
Suppliers	No	Meeting, Conferences, websites, dedicated portals, Audits	Ongoing basis	Sustainable sourcing, quality measures, process improvements, technical knowledge exchange
Consumers	No	Websites, Advertisements, Email, Call Centres, Social Media, Satisfaction Survey, Service Support	Ongoing basis	Awareness about high quality products, maintenance and servicing of the Product
Distributors, dealers, Trade Partners and Service Partners	No	Email, Meetings	Ongoing basis	Long term business relations and growth prospects. Effective information dissemination. Technical trainings.
Trade Unions	No	Email, Meetings	Ongoing basis	Smooth operations at the manufacturing facilities and cordial relations with workers.
Regulatory Bodies	No	Email, Meetings, Conferences, and other external public platforms	Ongoing basis	Matters relating to policy strengthening, technical standards and other social-economic causes.

Stakeholder Group	Whether identified as Vulnerable & Marginalised group	Channels of communication (SMS, email, newspaper, pamphlets, advertisement, community meetings, notice board, website, others)	Frequency of Engagement (Annually/ Half Yearly, Quarterly, Other please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders and Investors	No	Direct contact, shareholder's meeting, results briefing, website, shareholder's queries, investor conferences	Ongoing basis	Business developments, explain corporate results, resolving queries, business initiatives etc.

PRINCIPLE 5: Businesses should respect and promote human rights

Whirlpool supports human rights of everyone we work with and expects our business partners to do the same. This has been a long-standing commitment of the Company as evidenced in the Integrity Manual, Supplier Code of Conduct and other policies. Our Manual and policies clearly states our belief in human rights, and that our business practices reflect that commitment to provide a safe and healthy environment. We oppose discrimination, slavery and child labor and have controls and protections to avoid them. Further, we support diversity and wage parity, and respect the rights of our employees.

Essential Indicators

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. of employees/ Workers covered (B)	% (B / A)	Total (C)	No. of employees/ Workers covered (D)	% (D / C)
Employees						
Permanent	1,618	1,618	100%	1,776	1,776	100%
Other than permanent*	5,233	-	-	5,063	-	-
Total Employees	6,851	1,202	18%	6,839	1,091	16%
Workers						
Permanent	759	580	76%	822	410	50%
Other than permanent*	3,899	-	-	4,330	-	-
Total Workers	4,658	580	12%	5,152	410	8%

* Training session for employee and workers is the "other than permanent" category are organised by their direct employer.

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

Category	FY 2022-23					FY 2021-22				
	Current Financial Year					Previous Financial Year				
	Total (A)	Equal Minimum Wages		More than Minimum Wage		Total	Equal Minimum Wage		More than Minimum Wages	
		No. (B)	% (B/A)	No. (C)	% (C /A)		No.(E)	% (E/D)	No. (F)	% (F /D)
Employee										
Permanent	1,618	-	-	1,618	100%	1,776	-	-	1,776	100%
Male	1,373	-	-	1,373	100%	1,511	-	-	1,511	100%
Female	245	-	-	245	100%	265	-	-	265	100%
Other than Permanent	5,233	-	-	5,233	100%	5,063	-	-	5,063	100%
Male	4,730	-	-	4,730	100%	4,572	-	-	4,572	100%
Female	503	-	-	503	100%	491	-	-	491	100%
Workers										
Permanent	759	-	-	759	100%	822	-	-	822	100%
Male	755	-	-	755	100%	818	-	-	818	100%
Female	4	-	-	4	100%	4	-	-	4	100%
Other than Permanent	3,899	3,736	96%	163	4%	4,330	4,141	96%	189	4%
Male	2,790	2,631	94%	159	6%	3,102	2,923	94%	179	6%
Female	1,109	1,105	99.6%	4	0.4%	1,228	1,218	99%	10	1%

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (INR in Lacs)	Number	Median remuneration/ salary/ wages of respective category (INR in Lacs)
Board of Directors (BoD)*	4	20.75	1	20.25
Key Managerial Personnel^	3	218.70	1	134.96
Employees other than BoD and KMP	1,370	15.48	244	13.97
Workers	755	13.29	4	13.19

* Excludes Managing Director and Executive Director

^ Includes Managing Director and Executive Director

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

Company's Integrity Line allows individuals to raise good-faith ethics, compliance and values-related questions including human rights issues without fear of retribution or retaliation to our attention. All complaints are investigated thoroughly and remedial actions are taken if required. The Compliance Officer is the focal point responsible for addressing the reported concerns.

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

The Integrity Line is a confidential resource that allows individuals to raise good-faith ethics, compliance and values-related questions or concerns including human right issues without fear of retribution or retaliation. The Integrity Line can be accessed in several ways, both externally and internally, and is administered by an independent third party with translation capabilities. All matters raised through the Integrity Line are reviewed and investigated appropriately by the Ethics and Compliance Team pursuant to defined processes that include confidentiality and anti-retaliation policies. The system is also available to Company's suppliers, vendors, and any other external stakeholders. The Integrity Line is regularly publicized to employees as part of annual ethics and compliance communication plans and during other training sessions.

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	-	-	-	-	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/ Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human Rights related issues	-	-	-	-	-	-

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

Whirlpool is committed to creating a work environment free from discrimination and harassment. Mechanisms have been implemented to prevent adverse consequences to complainants in such cases. Whirlpool follows a "Zero Retaliation Policy" and prohibits retaliation against any employee/ person who make reports in good faith. The Company's Integrity Manual (Code of Conduct) explicitly captures this policy. Whirlpool emphasizes a culture of respect, encourages open communication, and ensures that employees can raise concerns without fear of adverse consequences.

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

The Company has policies on human rights that are applicable to all its employees, suppliers, and service providers. These policies and their implementation are directed towards adherence to applicable laws and upholding the spirit of human rights. The Company continues to work towards strengthening and introducing systems to ensure sound implementation of policies relating to human rights and labor practices. The Company has a "Supplier Code of Conduct" for suppliers and service providers, which requires compliance with applicable laws relating to, among other things, human rights, environmental conservation, and quality of products and services. The Supplier Code of Conduct is part of the agreed terms with suppliers and service providers as a condition of doing business with the Company.

9. Assessments for the year:

% of your plants and offices that were assessed (by entity or statutory authorities or third parties) 100%	
Child labour	All locations of the Company including factories are periodically assessed by internal auditors to ensure compliance with statutory regulatory requirements and rules made thereunder.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

No significant concerns or risks relating to the above areas were identified. Based on these assessments, the Company regularly works on addressal of the relevant identified risks through comprehensive action plans. Further as part of preventive measure, regular awareness and training sessions are also conducted for the employees of the Company.

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

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A) (GJ)	94,308	98,511
Total fuel consumption (B) (GJ)	32,617	27,977
Energy consumption through other sources (<i>solar generation</i>)(C) (GJ)	26,279	20,691
Total energy consumption(A+B+C) (GJ)	153,204	147,179
Energy intensity per rupee of turnover (<i>Total energy consumption/turnover in rupees</i>) (GJ per million)	2.42	2.43
Energy intensity (GJ per product)	0.035	0.038

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.

Your Company monitors these parameters as part of its operational efficiency projects but no external assessment was carried out by the Company.

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

Not Applicable

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	42,184	53,620
(iii) Third party water	124,997	128,228
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	167,181	181,848
Total volume of water consumption (in kilolitres)	159,597	175,787
Water intensity per rupee of turnover (Water consumed / turnover) (KL per million)	2.52	2.90
Water intensity (litre per product)	36.86	45.26

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.

Your Company monitors these parameters as part of its operational efficiency projects but no external assessment was carried out by the Company.

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

All the three factories of the Company have onsite wastewater treatment facilities. Puducherry and Pune factories utilize all the treated effluent within the factory. Our Faridabad unit is the only factory which discharges treated water (after maintaining the minimum discharge standards) into municipal sewage lines in accordance with consent issued by relevant authorities.

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

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NOx [^]	mg/m3	23.37	26.6
SOx [^]	mg/m3	6.14	8.1
Particulate matter(PM)	mg/m3	14.40	15.6
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous airpollutants (HAP)	NA	NA	NA
Others	NA	NA	NA

[^] Process emission. The Company periodically undertakes third party lab testing for monitoring of air emission parameters.

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.

Your Company monitors these parameters as part of its operational efficiency projects but no external assessment was carried out by the Company.

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

<i>Parameter</i>	<i>Unit</i>	<i>FY 2022-23 (Current Financial Year)</i>	<i>FY 2021-22 (Previous Financial Year)</i>
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	<i>Metric tonnes of CO₂ equivalent</i>	1,660	1,516
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	<i>Metric tonnes of CO₂ equivalent</i>	18,341	19,570
Total Scope 1 and Scope 2 emissions per rupee of Turnover	<i>(MT per million)</i>	0.32	0.35

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.

Your Company monitors these parameters as part of its operational efficiency projects but no external assessment was carried out by the Company.

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

Yes, the company has implemented projects to help reduce GHG emissions across its factories in Pondicherry, Faridabad and Pune. These projects majorly comprise of replacing the old DG Sets, water pumps, baking oven, air compressors and transformers with better upgraded and energy efficient ones. This has helped decrease the energy consumption for the organization. During the financial year under review, additional Solar panels of 1030 KW capacity were installed at Puducherry and Faridabad taking the total solar panel capacity to 7200KW. These projects are directly helping the company reduce emissions. The company is identifying several other areas where more such projects can be implemented.

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

<i>Parameter</i>	<i>FY 2022-23 (Current Financial Year)</i>	<i>FY 2021-22 (Previous Financial Year)</i>
Total Waste generated (in metric tonnes)		
Plastic waste (A) (MT)	7,797.00	7,973.00
E-waste (B) (MT)	312.11	274.17
Bio-medical waste (C) (MT)	0.02	0.04
Construction and demolition waste (D)	-	-
Battery waste (E) (MT)	3.46	19.37
Radioactive waste (F)	-	-
Other Hazardous waste. (G) (MT) (ETP Sludge, Foam, Waste Oil, Chemical sludge, paint residue, oil contaminated waste and filters)	527.60	662.50
Other Non-hazardous waste generated (H) . (MT) (scrap- MS, Copper, Aluminium, SS, Electrical, Wood, Glass, cardboard, etc)	6,312.20	6,317.40
Total (A+B + C + D + E + F + G+ H) MT	14,952.39	15,246.48

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*	-	-
(ii) Re-used (MT)	6,043	5,651
(iii) Other recovery operations*	-	-
Total	6,043	5,651
For each category of waste generated, total waste disposed by nat of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration (MT)	32.70	43.80
(ii) Landfilling	-	-
(iii) Other disposal operations (MT) (<i>waste to energy</i>)	33.00	35.18
Total	65.70	78.98

* All recyclable waste is sent for recycling to authorised recyclers. All other waste is disposed through Pollution Control Board certified waste collectors.

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.

Your Company monitors these parameters as part of its operational efficiency projects but no external assessment was carried out by the Company.

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.

Whirlpool, strives to reduce the amount of waste that it generates from its operations. We have implemented waste segregation at sources. While we have a stringent waste management system for segregation of hazardous and non-hazardous waste but we continuously work on improvising current waste management practices. In order to improve awareness and ensure proper waste segregation, teams at our manufacturing sites perform regular training and also do periodic inspections or audits on the shop floor which include providing appropriate feedback. All waste is disposed through authorized dealers/ recyclers as per the relevant regulations. Innovation is at the core of our efforts to produce products that are good for our consumers and for the planet. Through our Design for Sustainability (DfS) program, we carry through this commitment and support the design of new products with exceptional quality, innovation and performance. We approach DfS from a product life cycle perspective: design, manufacturing, use and end of life. We look beyond the design phase and consider the entire environmental footprint of our products throughout their life cycle, from the selection of raw materials to the end of their useful life.

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

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

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No) (Yes / No)	Results Results communicated in public domain	Relevant Web link
NA	NA	NA	NA	NA	NA
Environment Impact Assessment is not applicable to any of the projects executed in the current financial year.					

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

Company's factories comply with applicable environmental regulations and operate as per Consent to Operate conditions granted it to by the appropriate authorities. No material fines were paid in FY 2022-23.

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. - Whirlpool is a member of 6 trade and industry associations.
- b.** List the top 10 trade and industry chambers/ associations (determined based on total number of 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	CEAMA - Consumer Electronics Appliance Manufacturer Association.	National
2	FICCI - Federation of Indian Chambers of Commerce and Industries	
3	RAMA - Refrigeration And Air Conditioning Manufacturers Association	
4	CII - Confederation of Indian Industry	
5.	Faridabad Industries Association	State
6.	Confederation of Indian Industry - Puducherry	State

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

Name of Authority	Brief of the Case	Corrective action taken
Not Applicable		

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development
Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NA	NA	NA	NA	NA	NA

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format: **Not Applicable**

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

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

Whirlpool has been committed to maintaining strong, lasting connections in the communities in which we do business. The Company through its CSR Programme reaches out to the local communities and public at large. The structure of the CSR initiatives of the Company allow feedback on the interventions through its implementing partners and also through the independent impact assessment partner. Grievances can also be raised through the Integrity Line. Further, the Company also reaches out to its consumers for their constant feedback and over a period Company has developed various mechanisms to redress the complaints of the consumers in a prompt and timely manner.

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

	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Directly sourced from MSMEs/ small producers	6%	6%
Sourced directly from within the district and neighboring districts	57%	57%

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

Whirlpool focuses on quality in many forms: whether it's in our products or our services, we strive for excellence at all touchpoints throughout the product life cycle with craftsmanship, durability, core performance, reliability, delivery, installation and service. Quality is embedded in the Whirlpool Product Development (WPD) planning cycle to ensure the voice of the consumer is heard and incorporated into product requirements. In parallel, continuous improvement tools are utilized to respond in a timely manner to address field issues at the root cause level.

Essential Indicators

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

For our Consumers we deliver value not only through innovative, high quality products but also through differentiated service experiences that improve life at home. Consumers have always been the key focus of the Company and we continue to keep a real time pulse on changing consumer preferences and rapidly innovate to redesign our consumer experience journeys that deliver a differentiated

consumer experience. The Company has a well-established consumer care and response management system to support its consumers with queries, feedback or concerns. A consumer can reach us through telephone and/or digital medium (Emails, Whatsapp, social media handles, chat etc), and it's our endeavour to provide relevant resolutions at the earliest. Upon receipt of a service request a trained service technician is deployed to address the service request. We seek feedback from our consumers through the NPS web-link which is sent to the consumer via SMS immediately after closure of the request

- Turnover of products and/or 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	100%

- Number of consumer complaints in respect of the following:

	FY 2022-23 (Current Financial Year)		Remarks	FY 2021-22 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	1	—	The complaint was not substantiated	—	—	—
Advertising	1	—	Observation of ASCI (Advertising Standards Council of India) were in favour of Company.	1	—	Observation of ASCI (Advertising Standards Council of India) were in favour of Company.
Cyber-security	—	—	—	—	—	—
Delivery of essential services	—	—	—	—	—	—
Restrictive Trade Practices	—	—	—	—	—	—
Unfair Trade Practices	—	—	—	—	—	—
Others*	225	485	—	120	659	—

* Total ongoing consumer court cases. The consumer court cases pending at the end of FY includes cases pending from previous years.

- Details of instances of product recalls on account of safety issues:
There are no instances of product recalls or forced recalls on account of safety issue.
- Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No)
If available, provide a web-link of the policy.

The Company works hard to earn and keep the trust of its stakeholders. To this end, it continues to invest in managing cybersecurity risk, in protecting its information assets and ensuring the integrity of its computing environment at the enterprise level. The Company draws upon the Whirlpool Group's cybersecurity awareness program that includes training, simulated phishing exercises and outreach

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publications. There are processes in place for security monitoring and managing incident response. The Company respects privacy and is transparent about the data it collects and the purposes for which it will be used—and works hard to ensure its safety. Through corporate policies and procedures, training and awareness initiatives, risk assessment and management controls, our privacy program provides that all information shared with the Company is processed in accordance with all applicable legal requirements and best practices.

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

No penalty or action taken by any authority on safety of products/services around issues relating to advertising, cybersecurity and data privacy. Given the evolving area of risk, the Company continuously reviews and monitors its IT Security systems as part of Cyber Security preparedness, by implementing new tools, practices, policies etc.