



September 5, 2023

Compliance Department, <b>BSE Limited,</b> Phiroze Jeejeebhoy Tower, Dalal Street, Fort, Mumbai - 400 001	Compliance Department, <b>National Stock Exchange of India Ltd.</b> Exchange Plaza, Plot No. C/1, G-Block, Bandra Kurla Complex Bandra - (E), Mumbai - 400 051
<b>Scrip Code:- 539889</b>	<b>Scrip Symbol :- PARAGMILK</b>

Dear Sir / Madam,

**Sub: Business Responsibility and Sustainability Report for the Financial Year 2022-23**

Pursuant to Regulations 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations & Disclosure Requirements) Regulations 2015 ("Listing Regulations"), we are submitting herewith the Business Responsibility and Sustainability Report for the Financial Year 2022-23.

Request you to kindly take the same on records.

Thanking you,

For **Parag Milk Foods Limited**

**Virendra Varma**  
**Company Secretary and Compliance Officer**  
**FCS No. 10520**

*Encl: As above.*



Parag Milk Foods Ltd.,

CIN-L15204PN1992PLC070209

**Regd. Office:** Flat No. 1 Plot No. 19, Nav Rajasthan Co-Op Housing Society, Behind Ratna Memorial Hospital,  
Senapati Bapat Road, Shivaji Nagar, Pune - 411016. Ph.: +91 72764 70001

**Corporate Office:** 10<sup>th</sup> floor, Nirmal building, Nariman point, Mumbai - 40021 Tel.: 022-43005555 Fax: 022-43005580

**Website:** [www.paragmilkfoods.com](http://www.paragmilkfoods.com) | **email:** [investors@paragmilkfoods.com](mailto:investors@paragmilkfoods.com)

# Business Responsibility and Sustainability Report

*[Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015]*

The present report has been compiled in accordance with the guidelines set forth by the Securities and Exchange Board of India (SEBI) for Business Responsibility and Sustainability Reporting (BRSR). Its principal aim is to exhibit enhanced transparency with respect to the means by which enterprises generate value by making active contributions to a sustainable economy. The report highlights our steadfast dedication to generating long-term value for our stakeholders while concurrently advancing sustainable development.

## SECTION A: GENERAL DISCLOSURES

### I DETAILS OF THE ENTITY

S. No	Particulars	Response
1.	<b>Corporate identity Number (CIN) of the Entity</b>	L15204PNI992PLC070209
2.	<b>Name of the Entity</b>	Parag Milk Foods Limited
3.	<b>Year of incorporation</b>	1992
4.	<b>Registered office address</b>	Flat No.1, Plot No.19, Nav Rajasthan Soc., behind Ratna Memorial Hospital, S.B. Road, Shivaji Nagar, Pune, Maharashtra- 411016
5.	<b>Corporate office address</b>	10 <sup>th</sup> Floor, Nirmal Building, Nariman Point, Mumbai-400021
6.	<b>E-mail</b>	<a href="mailto:cs@parag.com">cs@parag.com</a>
7.	<b>Telephone</b>	(020) 4131-4444
8.	<b>Website</b>	<a href="http://www.paragmilkfoods.com">www.paragmilkfoods.com</a>
9.	<b>Financial year for which reporting is being done</b>	2022-23
10.	<b>Name of the Stock Exchange(s) where shares are listed</b>	BSE Limited, National Stock Exchange of India Limited
11.	<b>Paid-up Capital</b>	₹117,37,58,410/- (Divided into 11,73,75,841 equity shares of ₹10/- each.
12.	<b>Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report</b>	Ms. Sangeeta Tripathi (Sr. Manager - Investor Relations) Telephone: 022 - 4300 5555 Email address: <a href="mailto:investors@parag.com">investors@parag.com</a>
13.	<b>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).</b>	The disclosure under this report is on standalone basis for Parag Milk Foods Limited, unless otherwise specified

### 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	Food, beverages and tobacco products	100%

#### 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.	Ghee	15203	31.67%
2.	Cheese	15203	24.58%
3.	Skimmed Milk Powder	15201	18.33%
4.	Liquid Milk	15204	10.24%
5.	Manufacture of other dairy products	15209	15.19%

### 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	Our Company maintains a total of three manufacturing facilities situated in Manchar (Maharashtra), Palamaner (Andhra Pradesh), and Sonipat (Haryana).	a) Our Company has its registered office located in Pune, along with corporate offices in Mumbai, Pune and Delhi. Additionally, we operate a network of 29 depots strategically situated at various locations across India.	36 (Including depots at various locations)
International	Nil	Nil	Nil

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

##### a) Number of locations

Locations	Number
National (No. of States)	Our Company has a presence in all the States and Union Territories of India, demonstrating our comprehensive coverage and commitment to serving customers throughout the nation.
International (No. of Countries)	30 plus international Markets

##### b) Contribution of exports:

What is the contribution of exports as a percentage of the total turnover of the entity?	1.09%
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##### c) Type of Customers

Locations	Number
A brief on types of customers	<p>Our Company caters to a wide range of esteemed customers, leveraging the paramount Unique Selling Point (USP) of its products, which are meticulously processed from 100% cow's milk. With an extensive and robust distribution network comprising 29 strategically located depots, over 300 super stockists, and an extensive network of more than 3,000 distributors, our company effectively reaches and serves an extensive network of over 4.6 lakh retail counters across diverse geographical locations.</p> <p>Moreover, Our Company has successfully forged strong partnerships with reputable institutional and HORECA (Hotels, Restaurants, and Catering) customer. These valued customers rely on our exceptional product portfolio, including cheese, SMP3 and whey products to fulfil their distinct requirements and elevate their culinary offerings. By catering to these discerning customers, our Company reinforces its position in the market, showcasing its unwavering commitment to delivering unparalleled quality and catering to the diverse needs of its esteemed clientele.</p>

## IV EMPLOYEES

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

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

Sr. Particulars No.	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Employees</b>					
1. Permanent (D)	1188	1105	93%	83	7%
2. Other than Permanent (E)	145	83	57%	62	43%
3. Total employees (D + E)	1333	1188	89%	145	11%
<b>Workers</b>					
1. Permanent (F)	528	520	98%	8	2%
2. Other than Permanent (G)	741	514	69%	227	31%
3. Total workers (F + G)	1269	1034	81%	235	19%

#### b) Differently abled Employees and workers:

Sr. Particulars No.	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Differently Abled Employees</b>					
1. Permanent (D)	2	1	50%	1	50%
2. Other than Permanent (E)	0	0	0	0	0
3. Total employees (D + E)	2	1	50%	1	50%
<b>Workers</b>					
1. Permanent (F)	7	7	100%	0	0
2. Other than Permanent (G)	0	0	0	0	0
3. Total workers (F + G)	7	7	100%	0	0

### 19. Participation/Inclusion/Representation of women:

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	2	25%
Key Management Personnel	5*	1**	20%

\*Includes: 1 – Managing Director, 2 – Whole time Director, 1 – Company Secretary and 1 – Chief Financial Officer

\*\*Includes: 1 – Whole time Director

### 20. Turnover rate for permanent employees and workers:

(Disclose trends for the past 3 years)

	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	41%	43%	41%	34%	46%	35%	35%	34%	35%
Permanent Workers	7%	0%	7%	7.5%	22%	8%	9%	9%	9%

## V HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

### 21. Names of holding / subsidiary / associate companies / joint ventures:

Sr. 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.	Bhagalaxmi Dairy Farms Private Limited	Subsidiary	100%	No, nevertheless, the unlisted private subsidiary independently undertakes its own business responsibility initiatives while ensuring alignment with the Company's environmental, social, and governance (ESG) initiatives.

## VI CORPORATE SOCIAL RESPONSIBILITY (CSR) DETAILS

Sr. No.	Requirement	Response
1.	Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
2.	Turnover as on March 31, 2022 (in Millions)	20,256.07
3.	Networth as on March 31, 2022 (in Millions)	5,490.93

## 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	0	0	-	0	0	-
Investors and shareholders	Yes	26	0	*	29	0	*
Employees and workers	Yes	0	0	-	0	0	-
Customers	Yes	0	0	-	0	0	-
Value Chain Partners	Yes	0	0	-	0	0	-

*\*All the received complaints have been successfully addressed and resolved.*

Our Company has developed an all-encompassing Stakeholder Management Policy aimed at establishing a structured framework for addressing concerns and grievances expressed by both internal and external stakeholder. This policy has been designed to proactively mitigate any potential social risks that could have a negative impact on Parag's operations.

Adhering to the policy, Our Company places significant emphasis on upholding the utmost level of confidentiality while handling grievances thereby, reducing conflicts and fostering strong stakeholder relationships. Stakeholders are strongly encouraged to utilize the dedicated channel for addressing grievances as outlined in the policy, particularly when alternative mechanisms are not readily accessible to them.

For more detailed information, please refer to Parag's Stakeholder Management Policy, accessible through the following web link: <https://www.paragmilkfoods.com/investors.php> under "Policies" tab in "Corporate Governance" section.

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

Material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to the business, rationale for identifying the same, approach to adapt or mitigate the risk alongwith its financial implications, as per the following format:

Sr. 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.	GHG Emissions	Risk	Greenhouse gas (GHG) emissions pose several risks for a dairy company which contributes to a significant amount of global emissions. Here are some points in which GHG emissions can be a risk for the dairy industry: Regulatory risk, Reputation risk, Operational risk, Market risk.	Improving feed efficiency, reducing manure emissions, implementing renewable energy, implementing conservation practices, investing in research and development, improving water and addressing public concerns about our Company's ecological impact.	<b>Negative:</b> Implementing measures to reduce GHG emissions, such as renewable energy systems has cost a significant upfront investment for the Company.
2.	Water Management	Risk	Water scarcity and poor water quality can pose a significant risk to dairy operations, as water is essential for the production of milk and other dairy products.	Our Company mitigates the risk of water management in several ways, including Implementing water conservation practices, monitoring water use, implementing water management plans etc.	<b>Negative:</b> Some potential areas where these risks could impact the Company financially are as follows:  Decrease in productivity, Legal liability, Increased insurance costs, Regulatory fines and penalties.
3.	Waste Management	Risk	Improper waste management can lead to environmental pollution, legal liabilities, and also reputational damage.	Our Company mitigates the risks associated with waste management by implementing the following strategies: Reducing waste generation, Segregating and managing waste, implementing waste management plans, conducting Training and awareness.	<b>Negative:</b> Failing to implement effective waste management practices can have negative financial implications for including increased disposal costs, Production inefficiencies, environmental clean-up costs, non-compliance costs etc.

4. Product Quality & Safety	Risk & Opportunity	<p>Product quality and safety can pose both risks and opportunities for our Company. Here are some reasons:</p> <p><b>Risk:</b></p> <p>Food safety concerns, cost of compliances, include hiring personnel, implementing quality control measures, and investing in technology to ensure product safety.</p> <p><b>Opportunity:</b></p> <p>Our Company differentiates themselves from competitors and establish a competitive advantage. Consumers are willing to pay more for products that are perceived to be of higher quality and safe for consumption. Prioritizing product quality and safety encourages innovation and differentiation within the industry.</p>	<p>Implementing quality control measures, investing in technology, developing a robust crisis management plan, educating employees &amp; collaborating with regulators.</p>	<p><b>Negative:</b></p> <p>The potential areas where these risks could impact Parag financially are:</p> <p>Investment in technology, Increased compliance costs, impact on revenue, legal costs.</p>
5. Customer Welfare	Opportunity	<p>Customer welfare presents a significant opportunity for our Company to improve the financial performance and grow the business. By prioritizing customer needs, Company can build trust and gain loyalty with amongst its customers, increase sales and revenue, and enhance their brand reputation and market positioning, which can all contribute to long-term success.</p>	-	<p><b>Positive:</b></p> <p>Overall, prioritizing customer welfare can have significant financial implications for the Company, including increased revenue, reduced costs, and improved supply chain efficiency, which can all contribute to improved financial performance and long-term success.</p>
6. Business Model Resilience	Risk	<p>Our Company faces several risks to business model resilience, including supply chain disruptions, shifts in consumer preferences, price volatility, competition from alternative products, and technological disruptions.</p>	<p>Includes diversification, risk management strategies, innovation and technology, sustainability, and collaboration.</p>	<p><b>Negative:</b></p> <p>Financial implications on the Company includes costs of innovation and technology, reduced profitability of traditional dairy products, increased competition, market uncertainty, and regulatory risks.</p>

7.	Competitive Behaviour	Opportunity	Competitive behaviour is an opportunity for our Company, as it can lead to innovation, increased market share, improved efficiency, higher customer satisfaction, and overall industry growth.	-	<b>Positive:</b> Competitive behaviour has several positive financial impacts on our Company, including revenue growth, improved efficiency, innovation, brand awareness, customer loyalty, and overall industry growth.
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## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

S. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>										
1.	a) Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b) Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c) Web Link of the Policies, if available	<a href="https://www.paragmilkfoods.com/investors.php">https://www.paragmilkfoods.com/investors.php</a> under "Policies" tab in "Corporate Governance" section.								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes, The Company has translated the policies into procedures.								
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, These extend to value chain partners wherever it is relevant and to the extent applicable.								
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.	Our Company's operations adhere to the National Guidelines on Responsible Business Conduct (NGBRC).	Food Safety Management System ISO: 22000:2018, Halal Certificate 1500-2019.	Occupational Health and Management Systems OHSAS 45001:2018.	Our Company's operations adhere to the National Guidelines on Responsible Business Conduct (NGBRC).	Our Company's operations adhere to the National Guidelines on Responsible Business Conduct (NGBRC).	Environmental Management Compliance System ISO: 14001:2015, Certification on Energy Management 50001:2018.	Our Company's operations adhere to the National Guidelines on Responsible Business Conduct (NGBRC).	Our Company's operations adhere to the National Guidelines on Responsible Business Conduct (NGBRC).	Our Company's operations adhere to the National Guidelines on Responsible Business Conduct (NGBRC).



5. Specific commitments, goals and targets set by the entity with defined timelines, if any.

S. Specific commitments, No goals	Description	Principle
1	<p><b>Water Management</b></p> <p><b>Objective:</b> To optimise water management practices and ensure the efficient and sustainable use of water resources within our Company.</p> <p><b>Commitment:</b> Our Company is committed to implementing water-efficient technologies and practices throughout its operations. We shall invest in equipment and systems that reduce water consumption, such as high-efficiency cleaning systems, water recycling systems, and automated water monitoring systems. Additionally, We shall prioritise water conservation measures and employee awareness programs to foster a culture of responsible water usage.</p> <p><b>Targets and Timeline:</b> By Year 2026 we aim to achieve the following targets:</p> <ol style="list-style-type: none"> <li>To reduce the water required per litre of milk at our facilities in Manchar and Palamaner.</li> <li>Increase water recycling by 20% by investing in advanced water treatment and recycling systems.</li> <li>Implement water efficient technologies and practices in production area of our products to achieve an overall reduction in water consumption.</li> </ol> <p>These targets shall guide our efforts in improving water management practices, minimising water usage, and contributing to the long-term sustainability of water resources. We aim to regularly monitor and evaluate our progress to ensure the effective implementation of our commitments.</p>	P6
2	<p><b>Waste Management</b></p> <p><b>Objective:</b> To establish effective waste management practices within our Company, focussing on waste reduction, recycling responsible disposal and minimising environment impacts.</p> <p><b>Commitment:</b> Our Company is committed to implementing Proper waste segregation and handling procedures, responsible disposal methods, hazardous waste management protocols and promoting recycling and reuse initiatives. We shall prioritise the adoption of sustainable waste management practices across all our operations</p> <p><b>Targets and Timeline:</b> By Year 2026, We aim to achieve the following targets:</p> <ol style="list-style-type: none"> <li>Reduce waste generation by 8% through measures such as waste reduction programs, process optimisation and employee awareness campaigns.</li> <li>Increase waste recycling, Promote the use of materials within our Company and explore opportunities for circular economic practices.</li> </ol> <p>These targets and timelines will guide our efforts in improving waste management practices, reducing waste generation and maximising resource efficiency. We shall regularly assess and monitor our progress to ensure the successful implementation of our commitments and contribute to a sustainable future.</p>	P6

3 Energy Management	<p><b>Objective:</b> To achieve efficient energy management practices within our Company, focussing on optimising energy use, reducing consumption, promoting energy efficiency and increasing the adoption of renewable energy sources.</p> <p><b>Commitment:</b> Our Company is committed to investing in energy-efficient equipment, providing employee training and awareness, adopting renewable energy systems, and continuously monitoring and reporting systems and improving our energy management practices through benchmarking and best practices.</p> <p><b>Targets and Timeline:</b> By Year 2026, We aim to achieve the following targets:</p> <ol style="list-style-type: none"> <li>1. Reduce non-renewable energy consumption by 20% by investing in renewable energy infrastructure such as biogas and solar panels and exploring partnership for green energy procurements.</li> <li>2. Implement energy monitoring and reporting systems to track energy consumption, identify areas for improvement and promote accountability.</li> <li>3. Continuously improve energy management practices through benchmarking against industry standards and adopting best practices in energy efficiency.</li> </ol> <p>These targets and timelines will guide our efforts in optimising energy management, reducing our environment footprint and transitioning towards a more sustainable energy future.</p>	P6
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4 Product Quality & Safety	<p><b>Objective:</b> To ensure production of high quality dairy products that consistently meet customer expectations in terms of taste, texture, appearance and nutritional contents.</p> <p><b>Commitment:</b> Our Company is committed to implementing robust hygiene and sanitation practices across all stages of production. We will maintain clean and sanitised production facilities, adhere to strict sanitation procedures, and continuously monitor and control microbiological hazards to prevent contamination and ensure product safety.</p> <p><b>Targets and Timeline:</b> Our Company aims to maintain and continuously improve the standards and best practices already in place for quality control, hygiene and sanitation.</p> <p>Our commitment to hygiene sanitation and quality control will be an integral part of our daily operations to maintain the trust and satisfaction of our customers.</p>	P2
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6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met	Our Company has set the specific commitments goals during the financial year 2022-23, the performance of the aforementioned targets shall be measured in the subsequent financial year and thus, it will be reported accordingly.
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#### **Governance, leadership and oversight**

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	<p>As the Director responsible for business responsibility, I am proud to report that our Company has made significant progress in addressing key Environmental, Social and Governance (ESG) challenges. Our focus on sustainability has not only helped us meet our targets but also improved the overall impact of our operations on the environment, our stakeholders and the communities we serve. We have achieved important milestones such as reducing our carbon footprint, increasing our engagement with suppliers to ensure ethical sourcing practices and investing in local communities through various initiatives. We are committed to continuously improving our ESG performance and are setting new targets for the future.</p> <p style="text-align: right;">- Pritam Shah, Managing Director (DIN: 01127247)</p>
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8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	The Risk Management Committee is the highest authority responsible 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	Risk Management Committee is entrusted with the task of making decisions on sustainability-related issues. In addition to this, the committee ensures that the organization adheres to all applicable sustainability regulations and laws and takes necessary action on related issues.												
<table border="1"> <thead> <tr> <th>Name</th> <th>Designation</th> </tr> </thead> <tbody> <tr> <td>Ms. Radhika Madhukar Dudhat DIN: (DIN: 00016712)</td> <td>Non-Executive - Independent Director</td> </tr> <tr> <td>Mr. Pritam Prakash Shah (DIN: 01127247)</td> <td>Executive Director</td> </tr> <tr> <td>Mr. Nitin Ramchandra Dhavalikar (DIN: 07239870)</td> <td>Non-Executive - Independent Director</td> </tr> <tr> <td>Mr. Dnyanesh Vishnu Darshane (DIN: 08515431)</td> <td>Non-Executive - Independent Director</td> </tr> <tr> <td>Ms. Akshali Devendra Shah (DIN: 06575079)</td> <td>Executive Director</td> </tr> </tbody> </table>			Name	Designation	Ms. Radhika Madhukar Dudhat DIN: (DIN: 00016712)	Non-Executive - Independent Director	Mr. Pritam Prakash Shah (DIN: 01127247)	Executive Director	Mr. Nitin Ramchandra Dhavalikar (DIN: 07239870)	Non-Executive - Independent Director	Mr. Dnyanesh Vishnu Darshane (DIN: 08515431)	Non-Executive - Independent Director	Ms. Akshali Devendra Shah (DIN: 06575079)	Executive Director
Name	Designation													
Ms. Radhika Madhukar Dudhat DIN: (DIN: 00016712)	Non-Executive - Independent Director													
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Mr. Dnyanesh Vishnu Darshane (DIN: 08515431)	Non-Executive - Independent Director													
Ms. Akshali Devendra Shah (DIN: 06575079)	Executive Director													

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

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)																
		P1	P2	P3	P4	P5	P6	P7	P8	P9								
Performance against above policies and follow up action	Yes, performance against enlisted policies and necessarily follow up actions are duly reviewed by the Risk Management Committee.									Half yearly								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes, we comply with statutory requirements relevant to the principles with regard to Statutory requirements and review was undertaken by the Board of Directors.									Half yearly								

#### 11. Independent assessment/ evaluation of the working of its policies by an external agency:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									
		P1	P2	P3	P4	P5	P6	P7	P8	P9
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.	Yes, all the policies of the Company are internally evaluated. M/s. J Sundharesan & Associates, specialising in Compliance, Governance and Sustainability advisory has provided a 'limited assurance' on certain Identified Sustainability Indicators based on NGBRC.									

**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)									
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)						-NA-			
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

The purpose of this section is to assist entities in showcasing their ability to effectively incorporate the principles and core elements into critical processes and decisions. The Company has complied with all mandatory disclosures stipulated under the Business Responsibility and Sustainability Reporting (BRSR) framework. Moreover, the Company is currently in the process of disclosing leadership indicators in its forthcoming financial years.

**PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE**



**A) 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	04	<ul style="list-style-type: none"> <li>Inclusive Growth and Equitable Development through CSR Initiatives</li> <li>Company's initiative on Integrated Renewable Energy &amp; Sustainable Development</li> <li>Whistle Blower Mechanism</li> <li>Principles of BRSR</li> </ul>	87.50%
Key Managerial Personnel	03	<ul style="list-style-type: none"> <li>Inclusive Growth and Equitable Development through CSR Initiatives</li> <li>Company's initiative on Integrated Renewable Energy &amp; Sustainable Development</li> <li>Whistle Blower Mechanism</li> </ul>	100%
Employees other than BOD and KMPs	132	<ul style="list-style-type: none"> <li>Corporate Induction</li> <li>Sales Training</li> <li>Grooming Session</li> </ul>	100%

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
Workers	164	<ul style="list-style-type: none"> <li>• GMP*</li> <li>• HACCP*</li> <li>• CCP*</li> <li>• Personal Hygiene</li> <li>• Corona Prevention</li> <li>• Energy Conservation &amp; Department Operation</li> <li>• Safety</li> <li>• FOSTAC*</li> </ul>	100%

(GMP-Good Manufacturing Practice, HACCP-Hazardous Analysis and Critical Control Points, CCP-Critical Control Points, FOSTAC-Food Safety Training and Certification)

**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:**

<i>MONETARY</i>					
Particulars	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	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-

<i>NON-MONETARY</i>				
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	-	-	-	-
Punishment	-	-	-	-

**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
-	-

**4. Anti-corruption or Anti-bribery policy:**

<b>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.</b>	Yes, Our Company has an anti-corruption or anti-bribery policy. Its main objective is to initiate steps to reduce the bribery and corruption risks to the business of the Company by setting out clear guidelines. The document is applicable to all the employees, Directors, Business Partners/Vendors and Representatives or any other persons/individuals, who may be acting on behalf of our Company. The Policy compels them to be ethical, accountable and transparent in their day-to-day office work. It also lays down provisions for the board members as well as Key Management Personnel (KMP) for compliance with the code. The Policy can be accessed at <a href="https://www.paragmilkfoods.com/investors.php">https://www.paragmilkfoods.com/investors.php</a> under "Policies" tab in "Corporate Governance" section.
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**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 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	-	-

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

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

**7. Corrective Actions:**

**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 are no material fines, penalties levied or actions taken by regulators, law enforcement agencies or judicial institutions related to cases of corruption and conflicts of interest hence, this section is not applicable to the Company.

**PRINCIPLE 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE**



**A) 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	Nil	Nil	NA
Capex-	100%	-	<ol style="list-style-type: none"> <li>We have signed 8 MVA Solar Power agreements with Tata solar power for Purchasing, Shareholding &amp; Power delivery. Present Status - PPA, SHA and PDA has been completed, Liaising work is in progress with regarding to metering, transmissions through MSEDCL distribution network. Expected completion by August 2023.</li> <li>Bio-gas Generation for Power Generation: Presently we are generating 2000 unit/day from biogas which is generated from ETP.</li> <li>We are using biogas (generated from ETP) for canteen that replaced 4 LPG cylinder per day, saving of 28000 Kg LPG per Year by using renewable source.</li> <li>We have replaced 1200 TR refrigeration from Freon to 134 A to reduce Ozone Depletion. The remaining Freon unit will be replaced till 2026.</li> </ol>

## 2. Sustainable sourcing:

Does the entity have procedures in place for sustainable sourcing? (Yes/No)	Yes, our Company upholds a healthy relationship with its suppliers, vendors and other service providers and the business practices of the Company include them in its growth strategy.
	Milk being most susceptible to contamination, it is very essential to move/ transport the milk to the chilling centre within hours of procurement to avoid spoilage of this natural resource. Our Company focuses on direct milk procurement from farmers and has state of art logistics infrastructure to transport the milk to the nearest chilling centre. Our Company has crafted extensive strategies to ensure that sustainable methods are being put in place in the procurement process, that the fresh milk from the farmers reaches the hands of Million of people in quick turnaround time.
If yes, what percentage of inputs were sourced sustainably?	100%

## 3. Processes in place to reclaim products for reuse, recycle and safe disposal of products at the end of life:

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.	Since, We are dairy based Company, our products are of perishable nature (consumption base) they are not meant to be recycled. However, during our production process, we recycle effluent water used in our production facilities for washing milk storage tankers and crates, gardening etc.
	<p><b>(a) Plastics (including packaging)</b></p> <p>Our Company engages with certified waste handlers for disposal of Plastic waste. Plastic waste is recycled through EPR and hazardous waste gets disposed of through certified vendor In case of other waste which includes food waste, it gets converted to manure.</p>
	<p><b>(b) E-waste</b></p> <p>As environmentally responsible organization, the Company is disposing off electronic waste to authorised IT dismantling, refurbishing &amp; servicing facility after using up to maximum period. The Company receives disposable and re-cycling certificates from the respective e-waste vendors.</p>
	<p><b>(c) Hazardous waste:</b></p> <p>Once the batteries reach the end of its life cycle, it is disposed off to authorised vendors under buyback policy with OEM's and used oil is handed over to the government authorised registered recycler.</p>
	<p><b>(d) Other waste:</b></p> <p>Our Company engages with certified waste handlers for disposal of waste. The Company receives disposable and re-cycling certificates from the respective waste vendors.</p> <p>The Company follows 3R's principles i.e., 'Reduce', 'Recycle' and 'Recover' to be environmentally sustainable.</p>

#### 4. Extended Producer Responsibility (EPR) plan:

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.

Our Company is committed to circularity in waste management. The Company received registration certificate for Brand Owner from Central Pollution Control Board in the month of June 2022, Reg number: Regn.No.BO-15-000-06-AABCP0425G-22. The waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards.

Collection targets set and met for FY 22-23 is as follows:

Sl. No	Financial Year	2022-23			
		State/UT	Cat-I	Cat-II	Cat-III
1	CPCB	871.33	218.53	549.57	0.00
	Total	871.33	218.53	549.57	0.00
	Grand Total	1639.43	Metric Tons per Annum		

### PRINCIPLE 3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS



#### A) ESSENTIAL INDICATORS:

##### 1. A) Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
<b>Permanent employees</b>											
<b>Male</b>	1105	1105	100%	1105	100%	-	-	-	-	-	-
<b>Female</b>	83	83	100%	83	100%	83	100%	-	-	83	100%
<b>Total</b>	1188	1188	100%	1188	100%	83	7%	-	-	83	7%
<b>Other than Permanent employees</b>											
<b>Male</b>	83	83	100%	83	100%	-	-	-	-	-	-
<b>Female</b>	62	62	100%	62	100%	62	100%	-	-	62	100%
<b>Total</b>	145	145	100%	145	100%	62	43%	-	-	62	43%



**B) Details of measures for the well-being of workers:**

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
<b>Permanent workers</b>											
<b>Male</b>	520	520	100%	520	100%	-	-	-	-	-	-
<b>Female</b>	8	8	100%	8	100%	8	100%	-	-	8	100%
<b>Total</b>	528	528	100%	528	100%	8	1.5%	-	-	8	1.5%
<b>Other than Permanent workers</b>											
<b>Male</b>	514	514	100%	514	100%	-	-	-	-	-	-
<b>Female</b>	227	227	100%	227	100%	227	100%	-	-	227	100%
<b>Total</b>	741	741	100%	741	100%	227	31%	-	-	227	31%

**2. Details of retirement benefits, for Current FY 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	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	100%	100%	Yes	100%	100%	Yes
Others please specify	-	-	-	-	-	-

**3. Accessibility of workplaces:**

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

Yes, the offices are accessible to all its employees including differently abled persons. The employees are frequently consulted to improve and manage the mobility needs of differently abled persons.

**4. Equal Opportunity Policy:**

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

Yes, the Human Rights Policy provides guidance to be fair and act against discrimination. Discrimination on the basis of race, sex, religion, age, disability, national origin, or other such factors is an explicit violation of this Policy. The policy can be accessed at <https://www.paragmilkfoods.com/investors.php> under "Policies" tab in "Corporate Governance" section.

**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	-	-	-	-
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

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

	<b>Yes/No (If yes, then give details of the mechanism in brief)</b>
<b>Permanent Workers</b>	Yes, The Company has a Whistle Blower and Protection of Whistle Blower Policy in place which provides guidance to raise a complaint in case of any concerns.
<b>Other than Permanent Workers</b>	Yes, Non-permanent workers on our Company's plants are contracted via 3 <sup>rd</sup> party and their grievance redressal mechanism rests with the contractors. The Company ensures that all norms and regulations are met while working on plants.
<b>Permanent Employees</b>	Yes, The Company has a policy for Whistle Blower and Protection of Whistle Blower Policy in place which provides guidance to raise a complaint(s) and protection of the person in case of any concerns.
<b>Other than Permanent Employees</b>	Yes, Vendors/contractors are governed under the agreements /contracts signed off. In case of any grievance, they can approach the concerned head of Department or Human Resource Head directly.

**7. Membership of employees and worker in association(s) or Unions recognised by the 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/C)	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)
<b>Total Permanent Employees</b>	<b>1188</b>	<b>NIL</b>	<b>-</b>	<b>1095</b>	<b>NIL</b>	<b>-</b>
Male	1105	NIL	-	1014	NIL	-
Female	83	NIL	-	81	NIL	-
<b>Total Permanent Workers</b>	<b>528</b>	<b>NIL</b>	<b>-</b>	<b>462</b>	<b>NIL</b>	<b>-</b>
Male	520	NIL	-	453	NIL	-
Female	8	NIL	-	9	NIL	-

**8. Details of training given to employees and workers:**

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total (A)	On Health and safety		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	1105	1105	100%	1105	100%	1014	1014	100%	1014	100%
Female	83	83	100%	83	100%	81	81	100%	81	100%
<b>Total</b>	<b>1188</b>	<b>1188</b>	<b>100%</b>	<b>1188</b>	<b>100%</b>	<b>1095</b>	<b>1095</b>	<b>100%</b>	<b>1095</b>	<b>100%</b>
<b>Workers</b>										
Male	520	520	100%	520	100%	453	453	100%	453	100%
Female	8	8	100%	8	100%	9	9	100%	9	100%
<b>Total</b>	<b>528</b>	<b>528</b>	<b>100%</b>	<b>528</b>	<b>100%</b>	<b>462</b>	<b>462</b>	<b>100%</b>	<b>462</b>	<b>100%</b>

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	1105	1105	100%	1014	1014	100%
Female	83	83	100%	81	81	100%
<b>Total</b>	<b>1188</b>	<b>1188</b>	<b>100%</b>	<b>1095</b>	<b>1095</b>	<b>100%</b>
<b>Workers</b>						
Male	520	520	100%	453	453	100%
Female	8	8	100%	9	9	100%
<b>Total</b>	<b>528</b>	<b>528</b>	<b>100%</b>	<b>462</b>	<b>462</b>	<b>100%</b>

## 10. Health and safety management system:

S. no	Particulars	Response
a)	Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?	<p>Yes, our Company has implemented OHSAS for the health and well-being of its employees. Awareness sessions are conducted on safety related aspects for the employees. Training related to Hazard Analysis Critical Control Point (HACCP) and Total Productive Maintenance are also provided.</p> <p>Our Company is focused on both, the physical and mental well-being of its employees and has organized various programs and discussions with well-being experts and medical practitioner.</p>
b)	What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	All work-related hazards involved in the routine activities are identified and assessed using Hazard Identification and Risk Assessment (HIRA) and control measures are put in place. The site risk register is reviewed and updated accordingly. In addition regular Audits (either paid by ourselves or a customer) are conducted to identify work-related hazards and assess risks on a routine and non-routine basis.
c)	Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	<p>Yes, our Company has clear processes for reporting work-related hazards to their supervisors or designated safety officer. These processes includes both formal reporting mechanisms, such as incident reports, and informal reporting mechanisms, such as verbal reporting. Workers are also trained on how to identify and report hazards in their workplace.</p> <p>Additionally, regular safety audits and training are conducted to ensure workers are aware of and follow these processes.</p>
d)	Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes, each location has undertaken various certifications and follow the Group policy towards employee safety and wellbeing.

**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	Nil	Nil
	Workers	Nil	Nil
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Nil	Nil
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

**12. Measures to ensure a safe and healthy workplace:**

Describe the measures taken by the entity to ensure a safe and healthy workplace.	<p>To ensure a safe and healthy workplace, our Company has implemented several measures.</p> <ul style="list-style-type: none"> <li>• Firstly, regular safety audits and risk assessments are conducted to identify and address potential hazards.</li> <li>• Secondly, workers receive comprehensive safety training and be equipped with appropriate personal protective equipment.</li> <li>• Thirdly, the entity has established clear protocols for reporting and addressing work-related hazards, as well as mechanisms for workers to provide feedback and suggest improvements.</li> <li>• Fourthly, regular health checks and medical screenings are provided to workers to identify and address any health issues.</li> <li>• Lastly, the Company has established safety culture by promoting safety and health awareness among workers.</li> </ul>
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**13. Number of Complaints on the following made by employees and workers:**

Category	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
Working Conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

**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%
Working Conditions	100%

**15. Corrective Actions:**

<b>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 &amp; safety practices and working conditions.</b>	There were no incidents relating to safety during the year. However, the Company has been following standard operating procedures to comply with state/local level regulations and ensure safety and hygiene protocols.
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**PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS****A) ESSENTIAL INDICATORS:****1. Identification of stakeholder group:****Describe the processes for identifying key stakeholder groups of the entity**

Our Company has developed a Stakeholder Engagement Framework for identification of Stakeholder In line with this framework, the stakeholder identification process at Parag comprises of the following phases:

- Analysis of business processes and identification of all interested, and impacted groups for each process.
- Classification of stakeholders in homogenous categories (according to relevance to the Company or to the stake they hold).
- Identification of priority groups within each category.

The above process helps in identification of stakeholders:

- who are directly or indirectly dependent on our company's activities, products or services and associated performance, or on whom Parag is dependent in order to operate, or
- to whom our Company has, or in the future may have, legal, commercial, operational, or ethical/moral responsibilities, or
- who can influence or have impact on our company's strategic or operational decision-making.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	<ul style="list-style-type: none"> <li>Annual General Meeting</li> <li>Shareholders meets</li> <li>Email</li> <li>Stock Exchange (SE) Intimations</li> <li>Investor/analysts meet</li> <li>Conference calls</li> <li>Annual report</li> <li>Quarterly results</li> <li>Media releases and</li> <li>Company/SE website</li> <li>Notice</li> <li>Newspaper advertisements</li> <li>One-on-one interaction</li> <li>Feedback surveys and calls post redressal of complaints</li> </ul>	Quarterly, Half yearly, annually and event based	<ul style="list-style-type: none"> <li>Share price appreciation, dividends, profitability and financial stability</li> <li>Robust ESG practices climate change risks, cyber risks, growth prospects</li> <li>Queries/ suggestions/ assurance/ complaints etc</li> <li>Understanding shareholders' expectations</li> </ul>

<b>Stakeholder Group</b>	<b>Whether identified as Vulnerable &amp; Marginalized Group (Yes/No)</b>	<b>Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other</b>	<b>Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)</b>	<b>Purpose and scope of engagement including key topics and concerns raised during such engagement</b>
Government/ Regulatory authorities	No	<ul style="list-style-type: none"> <li>E-mails and letters</li> <li>Conferences</li> <li>Industry forums</li> <li>Regulatory filings</li> <li>Meetings with officials</li> <li>Representations</li> </ul>	On periodical basis as provided under relevant legislations	In relation to Compliances with applicable laws, Industry concerns, changes in regulatory frameworks, skill and capacity building, employment
Customers	No	<ul style="list-style-type: none"> <li>Partnering with them in their journey from products to services</li> <li>One-on-one interaction</li> <li>Customer satisfaction survey</li> <li>Feedback surveys and calls post redressal of complaints</li> <li>Customer service helpline</li> <li>Email, Telephone and physical and VC Meetings</li> </ul>	Fortnightly	<ul style="list-style-type: none"> <li>Queries/ suggestions/ assurance/ complaints etc</li> <li>Understating the customers' requirements</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>Personalised learning and development programmes</li> <li>Regular performance review and feedback</li> <li>One-on-one engagement, town hall meetings</li> <li>Employee engagement surveys</li> <li>Programmes catered around overall wellbeing</li> <li>Intranet Portal</li> <li>Emails, Notice Board, Meetings</li> </ul>	Daily	Listening to employee concerns, conducting meetings, People voice meeting, suggestion schemes, conducting enquiries
Bankers	No	<ul style="list-style-type: none"> <li>Periodical Meetings</li> <li>Periodical Reports</li> <li>Emails</li> </ul>	Requirement basis	<ul style="list-style-type: none"> <li>Understand the banking compliance</li> <li>Maintaining rapport with our bankers</li> <li>Banking/Credit facilities.</li> </ul>
Community	No	<ul style="list-style-type: none"> <li>Collaboration with non-governmental organisations (NGOs)</li> <li>Field visits</li> <li>CSR and sustainability initiatives</li> <li>Skill development</li> <li>One-on-one interactions.</li> </ul>	Periodically	Integrated water management, clean water, Natural Resource Management, community development, livelihood support, disaster relief, education, Skill development.

<b>Stakeholder Group</b>	<b>Whether identified as Vulnerable &amp; Marginalized Group (Yes/No)</b>	<b>Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other</b>	<b>Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)</b>	<b>Purpose and scope of engagement including key topics and concerns raised during such engagement</b>
Waste Collection Agents	No	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Need based meetings</li> </ul>	Requirement basis	Compliance to legal requirements, to carry out sound management of the waste generated by the Company
Subsidiary	No	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Need based meetings</li> <li>• Periodical Reports</li> </ul>	Quarterly and Requirement basis	Discussions on major Investment/ expansion plans', sharing of performance Data, facilitate decision making on major topics
Peers	No	<ul style="list-style-type: none"> <li>• Industry events and conferences</li> <li>• Trade associations and industry groups</li> <li>• Market research and analysis</li> <li>• Benchmarking studies</li> </ul>	Requirement basis	To provide considerations and share insights on global developments
Board of Directors	No	<ul style="list-style-type: none"> <li>• Board Meetings – Engage with Board members through regular board meetings, either in person or virtually, to discuss Company's performance, strategy, and challenges. Meetings usually happen on a regular basis, such as quarterly.</li> <li>• Board Committees – Engage with Board committee members, such as Audit, CSR, and Risk Management committees, for more focused updates and discussions on specific areas of the Company's operations.</li> <li>• Board Reports – Provide regular reports to the Board on Company's performance and progress towards strategic goals. Reports may include financial updates, key performance indicators, or other relevant information.</li> <li>• Informal Updates – Provide informal updates to Board members on an ongoing basis through channels such as emails, phone calls, or meetings outside of regular Board meetings.</li> </ul>	Quarterly and on any event/need basis	Company's business operations, planning, strategies etc

**PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS****A) 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)
<b>Employees</b>						
Permanent	1188	1188	100%	1095	1095	100%
Other than permanent	145	145	100%	186	186	100%
<b>Total Employees</b>	<b>1333</b>	<b>1333</b>	<b>100%</b>	<b>1281</b>	<b>1281</b>	<b>100%</b>
<b>Workers</b>						
Permanent	528	528	100%	462	462	100%
Other than permanent	741	741	100%	215	215	100%
<b>Total Workers</b>	<b>1269</b>	<b>1269</b>	<b>100%</b>	<b>677</b>	<b>677</b>	<b>100%</b>

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

Category	FY 2022-23 (Current Financial Year)				FY 2021-22 (Previous Financial Year)					
	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>										
Permanent	1188	-	-	1188	100%	1095	-	-	1095	100%
Male	1105	-	-	1105	100%	1014	-	-	1014	100%
Female	83	-	-	83	100%	81	-	-	81	100%
Other than Permanent	145	-	-	145	100%	186	-	-	186	100%
Male	83	-	-	83	100%	103	-	-	103	100%
Female	62	-	-	62	100%	83	-	-	83	100%
<b>Workers</b>										
Permanent	528	-	-	528	100%	462	-	-	462	100%
Male	520	-	-	520	100%	453	-	-	453	100%
Female	8	-	-	8	100%	9	-	-	9	100%
Other than Permanent	741	-	-	741	100%	215	-	-	215	100%
Male	514	-	-	514	100%	76	-	-	76	100%
Female	227	-	-	227	100%	139	-	-	139	100%



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

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	2	20 Lacs	1	4.32 Lacs
Key Managerial Personnel	2	1.65 Lacs	-	-
Employees other than BoD and KMP	1104	0.30 Lacs	82	0.23 Lacs
Workers	520	0.16 Lacs	8	0.17 Lacs

### 4. Focal point for addressing human rights:

<b>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)</b>	Yes, the Company has established dedicated teams within its Human Resources Department at the various operating facilities, which is tasked with addressing any human rights concerns that may arise.
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### 5. Internal mechanisms in place to redress grievances related to human rights issues:

<b>Describe the internal mechanisms in place to redress grievances related to human rights issues.</b>	<p>Our Company has established several internal mechanisms to address grievances related to human rights issues. Firstly, a confidential and accessible complaint system is in place, allowing individuals to raise any concerns they may have regarding human rights. The complaints are then investigated by the dedicated team and any necessary remedial action is taken.</p> <p>Additionally, the Company provides training and resources to all employees on human rights and encourages a culture of respect and inclusion. Regular assessments and audits are also conducted to monitor compliance with our human rights policies and to identify any areas for improvement.</p> <p>Moreover, the Company maintains open lines of communication with stakeholders, including local communities, civil society organizations, and relevant government agencies to ensure that all grievances are heard and addressed in a timely and effective manner.</p> <p>In sum, our Company is committed to creating an inclusive and equitable environment for all and has established several mechanisms to redress grievances related to human rights issues.</p>
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### 6. Number of Complaints on the following made by employees and workers:

Category	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. Prevention of discrimination and harassment cases:

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

Our Company is committed to a workplace free from harassment, including sexual harassment at the workplace and has zero tolerance for such conduct. Our Company encourages reporting of any harassment concerns and is responsive to complaints about harassment or other unwelcome or offensive conduct. Committees have been constituted across locations to enquire into complaints of sexual harassment and to recommend appropriate action, wherever required. Necessary disclosures in relation to the sexual harassment complaints received and redressal thereof are provided in our Annual Report. Regular awareness and training sessions are conducted to ensure that the employees are fully aware of the aspects of sexual harassment and of the redressal mechanism.

## 8. Human rights requirements forming part of your business agreements and contracts:

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

Yes, Our Company ensures that its suppliers/contractors comply with the law of the land regarding human rights by getting such clauses incorporated in their respective contracts/agreements.

## 9. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	None

## 10. Corrective Actions to address significant risks / concerns arising from the assessments:

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

Our Company takes its commitment to human rights seriously and has established a robust policy to address significant risks and concerns related to child labour, forced labour, sexual harassment, discrimination and wages. This includes regular assessments to identify any potential violations and regular training for employees to promote awareness and prevent such incidents. In the event of any violations being identified, the company takes prompt and effective corrective action, which may include suspension of work, termination of contracts, or even legal action as appropriate. Additionally, the Company continuously reviews and strengthens its policies and procedures to ensure that human rights are upheld across all operations.

## PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT



### A) 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)	15,41,90,457.9 MJ	14,55,70,640.2 MJ
Total fuel consumption (B)	77,91,22,931.2 MJ	83,87,92,450.4 MJ
Energy consumption through other sources (C)	62,29,262.8 MJ	45,83,675 MJ
Total energy consumption (A+B+C)	93,95,42,651.9 MJ	98,89,46,765.6 MJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.0329	0.0488

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.

The Company has not conducted any independent assessment/ evaluation by an external agency.

#### 2. Designated Consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India:

No, We do not have any sites/facilities as Designated Consumers (DCs) under the PAT scheme of the Government of India.

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

Parameter	FY 2022-2023	FY 2021-2022
Water withdrawal by source (in kilolitres)		
(i) Surface water	54,670	27,817
(ii) Groundwater	2,35,719	2,07,809
(iii) Third party water	44,054	66,922
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	3,34,443	3,02,548
Total volume of water consumption (in kilolitres)	3,34,443	3,02,548
Water intensity per rupee of turnover (Water consumed / turnover)	0.00001172	0.00001493
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

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

The Company has not conducted any independent assessment/ evaluation by an external agency.

#### 4. Mechanism for Zero Liquid Discharge:

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

Our Company is committed to reducing its environmental impact and preserving the planet for future generations. That's why we have implemented a zero liquid discharge program, aimed at eliminating all liquid waste from our operations. Our program covers all aspects of our operations and is designed to minimize the release of harmful chemicals and other pollutants into the environment. We have invested in state-of-the-art treatment and discharge systems and are constantly seeking new ways to improve our processes and reduce our environmental impact. During our production process, we recycle effluent water used in our production facilities for washing milk storage tankers, crates, gardening etc.

We believe that this is a critical component of our commitment to sustainability and are proud of the progress we have made in this area. We shall continue to prioritize zero liquid discharge and to seek out opportunities to further reduce our environmental impact.

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

Parameter	Please specify unit	FY 2022-2023	FY 2021-2022
NOx	µg/m <sup>3</sup>	30.2	27.4
SOx	µg/m <sup>3</sup>	26	25.1
Particulate matter (PM)	µg/m <sup>3</sup>	65.1	66.1
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

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

The Company has not conducted any independent assessment/ evaluation by an external agency

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

Parameter	Unit	FY 2022-2023	FY 2021-2022
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)	Metric tonnes of CO <sub>2</sub> equivalent	93,775.722	1,02,343.849
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)	Metric tonnes of CO <sub>2</sub> equivalent	40,603.845	38,429.021
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO <sub>2</sub> equivalent	0.000004709	0.000006949
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO <sub>2</sub> equivalent	-	-

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.

The Company has not conducted any independent assessment/ evaluation by an external agency.

## 7. Project related to reducing Green House Gas emission:

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

As Part of its initiative to reduce the GHG emissions, the Company has implemented following concepts in various sites to reduce energy consumption and minimise the carbon footprint.

- We have signed 8 MVA Solar Power agreements with Tata solar power for Purchasing, Shareholding & Power delivery. Present Status - PPA, SHA and PDA has been completed. Liaising work is in progress with regards to metering, Transmissions through MSEDCL distribution network. Expected completion by August 2023.
- Bio-gas Generation for Power Generation: Presently we are generating 2000 unit/day from biogas which is generated from ETP
- We are using biogas (generated from ETP) for canteen that replaced 7 LPG cylinder per day, saving of 49,000 Kg LPG per Year by using Renewable source.
- We have replaced 1200 TR refrigeration from Freon to 134 A to reduce Ozone Depletion, remaining Freon unit will be replaced till 2026.
- We have replaced 12 TR refrigeration from R22 to R407C to reduce Ozone Depletion, remaining Freon unit will be replaced till 2026.
- We are using wood briquettes for boilers which results in reducing the coal consumption by 6 tons.
- Biogas generation (from cow dung) & utilisation for power generation at cow farm from which we are generating 1800 unit / Day from biogas.
- Parag Milk Foods Limited and Irisoil Agro Tech Pvt. Ltd is implementing an integrated renewable energy and sustainable agriculture scheme for Parag milk producers. Under this scheme, it is providing household level biogas plant, slurry filtration unit, vermicomposting bag and ozola bag. Till date about 250 milk producers have been given complete units as above free of cost. Due to this scheme, the beneficiary milk producers will not have to purchase gas cylinders throughout the year.

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

Parameter	FY 2022-2023	FY 2021-2022
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	64.73 MT	60.83 MT
E-waste (B)	1.99 MT	Nil
Bio-medical waste (C)	20 Grams	45 Grams
Construction and demolition waste (D)	Nil	Nil
Battery waste (E)	2.67 MT	Nil
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	Used or spent Oil – 3.1 KL	Used or spent Oil – 3.76 KL
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	ETP Sludge-326 MT Fly Ash-652.65 MT <b>Bio-degradable:</b> Food Waste-36.39 MT Paper Waste-125.3 MT Wood-12.78 MT <b>Non-biodegradable:</b> Aluminium-0.49 MT Iron-10.35 MT	ETP Sludge-479.2 MT Fly Ash-1044.82 MT <b>Bio-degradable:</b> Food Waste-63.17 MT Paper Waste-136.60 MT Wood-7.87 MT <b>Non-biodegradable:</b> Aluminium-1.12 MT Iron-37.23 MT
Total (A+ B + C + D + E + F + G + H)	(i) 1,233.36 MT (A+B+D+E+H) (ii) 20 Grams (C) (iii) 3.1 KL (G)	(i) 1830.84 MT (A+B+D+E+H) (ii) 45 Grams (C) (iii) 3.76 KL (G)

Parameter	FY 2022-2023	FY 2021-2022
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste:</b>		
(i) Recycled	69.39 MT	60.83 MT
(ii) Re-used	326 MT	479.2 MT
(iii) Other recovery operations	-	-
Total	395.39 MT	540.03 MT
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste:</b>		
(i) Incineration	20 Grams	45 Grams
(ii) Landfilling	827 MT	1,252.46 MT
(iii) Other disposal operations	3.1 KL, 10.84 MT	3.76 KL, 38.35 MT
Total	(i) 20 Grams (ii) 837.84 MT (iii) 3.1 KL	(i) 45 Grams (ii) 1290.81 MT (iii) 3.76 KL

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.

The Company has not conducted any independent assessment/ evaluation by an external agency.

#### 9. Waste management practices adopted in the establishment:

<b>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.</b>	Our Company ensures responsible waste management practices involving 100% recycling of plastic waste as EPR, 100% Fly ash use, ETP treated water usage for gardening & agriculture, safe disposal of waste across locations.  Biogas generated during Effluent treatment (within the plant) is used for Cooking & Electricity generation.
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#### 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 thereof and corrective action taken, if any.
The Company does not have any operations/offices in/around ecologically sensitive areas.			

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

Not applicable, Environmental impact assessment of projects were not required to be undertaken by the Company during 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:

Yes, We are compliant with the applicable environmental law / regulations / guidelines in India.

## PRINCIPLE 7: BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT



### A) ESSENTIAL INDICATORS:

#### 1. A) Affiliations with trade and industry chambers/ associations:

Number of affiliations with trade and industry chambers/ associations.	3
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#### B) List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to:

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Federation of Indian export organization (FIEO).	National
2.	Confederation of Indian Industries (CII)	National
3.	Indian Dairy Association	National

#### 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
-	-	-

The Company has not engaged in any anti-competitive conduct.

## PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT



### A) 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
N. A					

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
-						

This section is not applicable to the Company.

**3. Community redressal mechanism:**

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

Grievance Redressal Mechanism (GRM) is an important aspect of assuring our strong relation with the community as it provides us social license to operate and execute the community initiative projects. As part of our grievance redressal mechanism, We have deployed our local employees who regularly visit the community and interact with people to gauge and address community concerns. Based on these interactions, We have not encountered any specific grievances from the community at present.

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

Category	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	-	-
Sourced directly from within the district and neighbouring districts	100%	100%

- Predominant portion of the Company’s raw material is raw milk, which is procured from over two lakh farmers and is therefore 100% sustainable sourcing.
- Our Company upholds a healthy relationship with its suppliers, vendors and other service providers and the business practices of the Company include them in its growth strategy. Our Company endeavours to integrate social, ethical and environmental factors in its operating / strategic decisions across its entire supply chain. Moreover, the Company strives to reduce the distance travelled overall by its products, thereby reducing emissions on account of transportation.

**PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER**



**A) ESSENTIAL INDICATORS:**

**1. Consumer Complaints and feedback:**

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

- We are dedicated to providing our customers with the highest level of service and products. We understand that, at times, things may not go as planned and that is why, We take consumer complaints very seriously. Our commitment to listening to and addressing the concerns of our customers is unwavering.
- We have established a robust system for receiving and responding to consumer complaints, ensuring that all feedback is heard and acted upon in a timely manner. Our dedicated customer service team is trained to handle any situation with professionalism and empathy and they work closely with our product teams to find solutions to any issues that may arise.
- We believe that every customer deserves to have his/ her voice heard and We are committed to providing them with the support and attention they deserve. We are proud to have built a reputation for exceptional customer service and we shall continue to prioritize the satisfaction of our customers in all that we do.



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

Category	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%

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

Category	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	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Other	Nil	Nil	-	Nil	Nil	-

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

Particulars	Number	Reasons for recall
Voluntary recalls	Nil	N.A.
Forced recalls	Nil	N.A.

- There have been no instances of product recall (voluntary or forced) on account of safety issues during the financial year 2022-23.

## 5. Cyber security policy:

**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, the Company has in place a Cyber Security Policy which provides for information security for protection of the Company's data, applications, networks and computer systems from unauthorized access, alteration and destruction. The Policy also provides the guidelines to protect data integrity based on data classification and secure the Company's information systems.

Our Company's Cyber Security Policy defines the framework/policy on cyber security and risks related to data privacy. Our Company's Privacy Policy is part of Information Management Process and is published on our website which can be accessed at <https://www.paragmilkfoods.com/investors.php> under "Policies" tab in "Corporate Governance" section.

## 6. Corrective Actions:

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.

-