



4<sup>th</sup> August, 2023

National Stock Exchange of India Ltd  
'Exchange Plaza', C-1, Block – G  
Bandra – Kurla Complex  
Bandra (E), Mumbai 400 051  
**Code : IFGLEXPOR**

BSE Limited  
Phiroz Jeejeebhoy Towers  
Dalal Street  
Mumbai 400 001  
**Code : 540774**

Dear Sirs,

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

Pursuant to Regulation 34 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirement) Regulations, 2015 and BSE's Notice No. 20220712-36 dated 12<sup>th</sup> July, 2022 please find enclosed herewith soft copy of Business Responsibility and Sustainability Report of the Company for Financial Year 2022-23. Copy of Business Responsibility and Sustainability Report is also available at website of the Company at [https://ifglgroup.com/wp-content/uploads/2023/08/Business\\_Responsibility\\_Report\\_22-23.pdf](https://ifglgroup.com/wp-content/uploads/2023/08/Business_Responsibility_Report_22-23.pdf)

Thanking you,

Yours faithfully,  
For IFGL Refractories Ltd.,

(M Damani)  
Company Secretary  
Email : [mansi.damani@ifgl.in](mailto:mansi.damani@ifgl.in)  
Encl: As Above

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report

IFGL Refractories Ltd (hereon 'the Company') is one of the prominent manufactures of Specialized Refractories and Total Refractory Solution Provider to the producers primarily of Iron and Steel in India and abroad. The Company firmly believes in sound Sustainability principles addressing various facets of good governance as well as Environmental and Social Responsibility and have made them integral part of its operations.

### SECTION A : GENERAL DISCLOSURE

#### I. Details of the Listed Entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L51909OR2007PLC027954
2.	Name of the Entity	IFGL Refractories Limited
3.	Year of Incorporation	2007
4.	Registered Office Address	Sector 'B', Kalunga Industrial Estate, P.O. Kalunga 770031 Dist. Sundergarh, Odisha
5.	Corporate Address	McLeod House, 3, Netaji Subhas Road Kolkata 700001, West Bengal
6.	E-mail	<a href="mailto:ifgl.ho@ifgl.in">ifgl.ho@ifgl.in</a> and <a href="mailto:ifgl.works@ifgl.in">ifgl.works@ifgl.in</a>
7.	Contact Number (Telephone)	033 40106100
8.	Website	<a href="http://www.ifglgroup.com">www.ifglgroup.com</a>
9.	Financial Year for which reporting is being done	1 April 2022 to 31 March 2023
10.	Name of the Stock Exchange(s) where shares are listed	<ul style="list-style-type: none"> <li>BSE Limited (Scrip Code: 540774)</li> <li>National Stock Exchange of India Ltd (Scrip Code: IFGLEXPOR)</li> </ul>
11.	Paid-up Capital	₹ 3603.93 lakhs
12.	Name and contact details of the person who may be contacted in case of any queries on the BRSR	Mr. Rajesh Agarwal, Director – General Counsel <b>Contact Details:</b> E-mail: <a href="mailto:rajesh.agarwal@ifgl.in">rajesh.agarwal@ifgl.in</a> Direct No. +91 33 40106114
13.	Reporting Boundary	Standalone

Throughout this Report, the phrase 'IFGL' or 'the Company' refers to the IFGL Refractories Limited.

#### II. Products/Services

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

Sl. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity (FY 2022-23)
1.	Manufacturing, Trading and Sale of Refractories and Services thereof.	The Company is one of the prominent Manufacturer and Trader of Specialised Refractory products and Total Refractory Solution Provider.	100%

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

Sl. No.	Product/Service	NIC Code	% of Total Turnover Contributed
1.	Manufacturing, Trading and Sale of Refractories and Services thereof.	23911, 23913	100%

#### III. Operations

##### 16. Number of Locations where Plants and/or Operations/Offices of the Entity are situated :

Location	Number of Operational Locations	Number of Offices	Total number of Plants and/or Operations/Offices
National	3	1	4
International	7*	1@	8

\* Through Step Down Operating Subsidiaries in China (PRC), Germany, UK, and USA.

@ Branch at RAS AL Khaimah FTZ, UAE

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

### 17. Markets served by the entity :

#### a. Number of Locations

Locations	Number
National (No. of States)	Across India
International (No. of Countries)	Across the World

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

Nearly 45% of Total Turnover of Standalone entity.

#### c. A brief on types of Customers

Customers of the Company primarily are producers of Iron and Steel situated in India and abroad spread throughout the World.

### IV. Employees

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

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

Sl. No.	Particulars	Total(A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
1.	Permanent (D)*	948	938	98.95	10	1.05
2.	Other than Permanent (E)	657	556	84.63	101	15.37
3.	Total employees (D + E)	1605	1494	93.08	111	6.92

\*Including Full Time Retainers for Fixed Period

##### b. Differently abled Employees and Workers – Nil

#### 19. Participation/Inclusion/Representation of Women

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	1	11.11
Key Management Personnel (KMP)*	6	1	16.66

\*4 (four) KMP's form part of the Board of Directors (hereon 'Board')

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

Category	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees and workers	12.49%	20.00%	12.57%	8.77%	-	8.67%	9.19%	-	9.07%

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

### V. Holding, Subsidiary and Associate Companies (including Joint Ventures)

#### 21. (a) Names of Holding/Subsidiary/Associate Companies/Joint Ventures

Sl. No.	Name of the Holding/Subsidiary/Associate Companies/Joint Ventures (A)	Indicate whether Holding/Subsidiary/Associate/Joint Venture	% of shares held by Listed Entity	Does the entity indicated in column A participate in the Business Responsibility initiatives of the Listed Entity? (Yes/No)
	<b>Holding Company</b>			
1.	Bajoria Financial Services Private Limited	Holding	NA	No
	<b>Subsidiary including Step Down Subsidiary</b>			
1.	IFGL Worldwide Holdings Limited, Isle of Man	Subsidiary	100	No, Subsidiary Companies operate in different geographies and undertake their own business responsibility and sustainability initiatives.
2.	EI Ceramics LLC, USA	Step Down Subsidiary	100	
3.	Goricon Metallurgical Services Limited, UK	Step Down Subsidiary	100	
4.	Hofmann Ceramic CZ s.r.o., Czech Republic	Step Down Subsidiary	98.78	
5.	Hofmann Ceramic GmbH, Germany	Step Down Subsidiary	100	
6.	IFGL GmbH, Germany	Step Down Subsidiary	100	
7.	IFGL Inc., USA	Step Down Subsidiary	100	
8.	IFGL Monocon Holdings Limited, UK	Step Down Subsidiary	100	
9.	Mono Ceramics Inc, USA	Step Down Subsidiary	100	
10.	Monocon International Refractories Limited, UK	Step Down Subsidiary	100	
11.	Monocon Overseas Limited, UK	Step Down Subsidiary	100	
12.	Monotec Refratarios Ltda, Brazil	Step Down Subsidiary	95	
13.	Sheffield Refractories Limited, UK	Step Down Subsidiary	100	
14.	Tianjin Monocon Aluminous Refractories Company Limited, PRC	Step Down Subsidiary	100	
15.	Tianjin Monocon Refractories Company Limited, PRC	Step Down Subsidiary	100	

### VI. CSR Details

#### 22. Details of CSR :

(₹ in lakhs)

Sl. No.	Particulars	Details
(i)	Whether CSR is applicable as per Section 135 of Companies Act, 2013	Yes
(ii)	Turnover (FY 2022-23)	83,336.57
(iii)	Networth (FY 2022-23)	62,229.27

### 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 :

The Company has identified its external and internal stakeholders through stakeholder mapping and periodic stakeholder engagement exercises. The Company has implemented a Grievance Redressal Mechanism to address Grievances if any raised by any group of Stakeholders i.e., by both External and Internal stakeholders.

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes/No)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Investors (other than shareholders)	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Shareholders	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Employees and Workers	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Customers	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Value Chain Partners	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Others	NA	NA	NA	NA	NA	NA	NA

### 24. Overview of the Entity's Material Responsible Business Conduct Issues

The Company engaged experts to carry out materiality and peer benchmarking assessment to identify key material Environmental, Social and Governance (ESG) and other issues. Any mis-management thereof may affect business continuity and lead to other uncalled for disruptions and consequential affects. Based on outcome of such exercise, the Company has developed its roadmap on ESG and other material aspects with short, medium and long term objectives and goals.

Sl. No.	Material Issues Identified	Indicate Risk/ Opportunity	Rationale for Identifying Risk and Opportunity. In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate Positive/Negative implications)
<b>General</b>				
1.	Economic Performance	Opportunity & Risk	Focus on succession planning, undertaking well defined programmes for upgradation of technologies, competences, capacity building, training, and learning from time to time to enable the growth.	Financial growth would serve the interest of all the stake holders of the Company.
2.	Ethics, Integrity & Governance	Opportunity & Risk	The Company has zero tolerance for statutory non-compliances. Ethical standards are demonstrated without any delay to ensure rigour and communication. Bringing 'Code of Conduct' into a realm of discussion while handling dilemmas, conflicting choices, and paradoxes.	<ul style="list-style-type: none"> <li>• These mitigation practices help us with de-risking operations, healthy work environment which brings better productivity.</li> <li>• Adherence to regulatory compliance, attract customers and grow business.</li> <li>• Stakeholders are an important part of our business and partners in our business processes. Hence, a productive and proactive approach to stakeholder engagement is a priority of the Company.</li> </ul>

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

Sl. No.	Material Issues Identified	Indicate Risk/ Opportunity	Rationale for Identifying Risk and Opportunity. In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate Positive/Negative implications)
3.	Community Development	Opportunity	The Company believe in overall development of Communities neighbouring its Manufacturing Facilities for Long-Term Sustainable Growth.	Contributions made by the Company towards upliftment of the Communities through various initiatives and partnerships focusing on health, education, human life upliftment, among others, elevates the Company's brand value among the local communities' members as well as contributes towards positive social performance.
<b>Environment</b>				
4.	GHG Emission	Risk	Developed Standard Operating Procedure to quantify scope 1, 2 and 3 emissions.	Negative
5.	Waste Management	Opportunity & Risk	<ul style="list-style-type: none"> <li>Implemented Waste Management programmes in the Company and imparted training thereon to Employees.</li> <li>Identified waste generated from operations and implemented procedures for disposal thereof following regulatory provisions.</li> <li>The Company is in the process of setting up a state-of-art Research Center at Kalunga (near Rourkela) manufacturing facility. One of the objectives of said Research Centre is to evolve methods to recycle process/product wastes.</li> <li>Used Refractories are recycled in production.</li> </ul>	Negative
6.	Supply Chain	Risk	<ul style="list-style-type: none"> <li>Developed Policy and Standard Operating Procedure, as per need of the Company and industry best practices.</li> <li>Developed assessment mechanism to track ESG performance of the key Suppliers.</li> </ul>	Negative
7.	Climate Change Strategy	Risk	<ul style="list-style-type: none"> <li>Planned to integrate clean energy options, wherever possible.</li> <li>Investment of Capital in Assets that will serve diversified electricity and fuel retrofitting on the energy supply system.</li> </ul>	Positive
8.	Energy Management	Opportunity	Developed Standard Operating Procedure to track energy consumption and conducted energy audit to identify opportunities for energy conservation.	Positive
9.	Water Management	Risk	Water and waste water management procedure has been developed and being implemented.	Positive

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

Sl. No.	Material Issues Identified	Indicate Risk/ Opportunity	Rationale for Identifying Risk and Opportunity. In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate Positive/Negative implications)
<b>Social</b>				
10.	Employee Health and Safety	Risk	<p>Developed Standard Operating Procedures for Employee's Health and Safety based on activities performed in Company's Manufacturing Facilities. Following procedures have also been developed on Health and Safety Management:</p> <ul style="list-style-type: none"> <li>• Industrial Hygiene.</li> <li>• Safety during Height Work.</li> <li>• Electrical Safety etc.</li> <li>• Use of Personal Protective Equipment.</li> <li>• Chemical and Spill Management.</li> <li>• Emergency Response.</li> </ul> <p>The Company has also imparted training on various Health and Safety aspects to on roll Employees and Contractual Workers.</p>	Negative
11.	Product Quality	Opportunity	<p>The Company is committed to deliver quality products and services to its Customers. To further strengthen this, the Company is setting up a state-of-art Research Center, at Kalunga (near Rourkela), Manufacturing Facility. One of the objectives thereof is to improve Product Quality and Performance.</p>	Positive
12.	Human Resource Management	Opportunity	<ul style="list-style-type: none"> <li>• Providing need-based and innovative range of training courses.</li> <li>• Attracting and developing right talent ensuring professional development and personal well being throughout their tenure with the Company.</li> <li>• Providing programmes that are specifically designed for roles which require upgraded skills.</li> </ul>	Positive
13.	Human Capital Development			
14.	Customer Relationship Management	Opportunity	<p>Customer Relationship Management will help the Company to understand Customer's Requirements on ESG Perspective.</p>	Positive
15.	Employee Well Being	Opportunity	<p>The Company has adopted employee well being initiatives within its Business as per Industry best practices.</p>	Positive
16.	Community Relationship	Opportunity	<p>The Company is driving Community Relationships through its CSR activities.</p>	Positive
<b>Governance</b>				
17.	Corporate Governance	Risk	<p>Company's Board members conducted periodic review and updation of all Governance related Policies in the Business.</p>	Negative
18.	Anti-Competitive/ Corruption Behavior	Risk	<p>ABAC Policy is in the process of being developed and implemented by the Company.</p>	Negative

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

Sl. No.	Material Issues Identified	Indicate Risk/ Opportunity	Rationale for Identifying Risk and Opportunity. In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate Positive/Negative implications)
19.	Whistle Blower Initiative	Risk	Whistle Blower Policy has been developed and Trainings given on important aspects of the Policy.	Negative
20.	Diversity, Inclusion, and Equity	Opportunity	The Company has developed a Commitment Document or Policy pertaining to Diversity, Inclusion and Equity and implementing the same in its Business Activity.	Positive
21.	Stakeholder Engagement	Opportunity	Identified key Stakeholders and developed Stakeholder Management Plan to assess stakeholder expectations	Positive
22.	Leadership within Management	Positive	The Company has developed and implemented procedures on ESG Leadership.	Positive
23.	Data Security and Privacy	Risk	Developed Information and Cyber Security and Data Privacy Policy along with Standard Operating Procedure, which articulates framework for protecting confidential data of the Company.	Negative

### SECTION B : MANAGEMENT AND PROCESS DISCLOSURES

The Company has put in place structures, Policies and processes conforming to below mentioned National Guidelines on Responsible Business Conduct (NGRBC) Principles and Core Elements. NGRBC principles are :

P. No.	Principle Description
P1.	Business should conduct and govern themselves with integrity, and in a manner that is <b>Ethical, Transparent and Accountable</b> .
P2.	Business should <b>provide Goods and Services in a manner that is Sustainable and Safe</b> .
P3.	Business should <b>respect and promote the well-being of all Employees</b> , including those in their Value Chains.
P4.	Businesses should <b>respect the interests of and be responsive to all its Stakeholders</b> .
P5.	Business should <b>respect and promote Human Rights</b> .
P6.	Business should <b>respect and make efforts to protect and restore the Environment</b> .
P7.	Businesses, when <b>engaging in influencing public and regulatory policy, should do so in a manner that is Responsible and Transparent</b> .
P8.	Business should <b>promote Inclusive Growth and Equitable Development</b> .
P9.	Businesses should <b>engage with and provide value to their Consumers in a Responsible Manner</b> .

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

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)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the Policy been approved by the Board? (Yes/No)	All the Policies of the Company are either approved by the Board or Top Management of the Company based on the nature of the Policy.								
c. Web Link of the Policies, if available	Pertinent Policies that are developed and implemented by the Company as per the NGRBC requirement are uploaded on the website of the Company <a href="https://ifglgroup.com/investor/policy/">https://ifglgroup.com/investor/policy/</a>								



## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
2. Whether the entity has Translated the Policy into Procedures. (Yes/No)	Yes, the Company has developed different Procedures on Policies and implemented the same across different levels of its Operation. Different committees and personnel from the Company are designated with specific responsibilities for efficient implementation of these Policies and Procedures.								
3. Do the enlisted Policies extend to your Value Chain Partners? (Yes/No)	The Company has integrated Transparent Business Practices as one of the Core Values. It communicates Policies and Procedures to its Value Chain Partners such as Suppliers, Logistics Service Providers as applicable. Therefore, the enlisted Policies are extended to Company's Value Chain Partners to the extent possible.								
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.	<p>The Company has adopted following globally recognized Certifications in its manufacturing facilities located in India*:</p> <ul style="list-style-type: none"> <li>• ISO<sup>®</sup> 9001 : 2015 – Quality Management System.</li> <li>• ISO 14001 : 2015 – Environmental Management System.</li> <li>• ISO 45001 : 2018 – Occupational Health and Safety Management System.</li> </ul> <p>The Company has engaged external certification body for obtaining above-mentioned certifications. Further, the Company is adhering to the Indian Standard (IS) 26001:2020 (Corporate Social Responsibility) to the extent possible.</p> <p><i>*The Company is in process of having its Visakhapatnam manufacturing facility also certified for these standards.</i></p> <p><i>#ISO – International Organisation for Standardization.</i></p>								
5. Specific Commitments, Goals and Targets set by the Entity with Defined Timelines, if any.	<p>The Company is pursuing below mentioned Sustainability Commitments.</p> <p><b>Environmental :</b></p> <ul style="list-style-type: none"> <li>• <b>Pollution Control and Abatement :</b> Identification of pollution risks arising from Company activities and to provide adequate measure for abatement of the same in an efficient and effective way.</li> <li>• <b>Circularity :</b> Reduction and Recycling of Wastes.</li> <li>• <b>Resource Conservation :</b> Use of Natural Resources sustainably.</li> </ul> <p><b>Social :</b></p> <ul style="list-style-type: none"> <li>• <b>Safe Place to Work :</b> Striving for "Zero Harm Vision" to Life, Environment and Property.</li> <li>• <b>Continuous Improvement :</b> Improve Product Quality and Working Conditions.</li> </ul> <p><b>Governance :</b></p> <ul style="list-style-type: none"> <li>• <b>Legal Compliance :</b> Taken a pledge to operate in compliance to the regulatory requirement as mandated by regional and federal Regulatory Authorities.</li> <li>• <b>Governance Structure :</b> To implement a good governance practice across the business to ensure ethical and transparent business operations across geographies.</li> </ul> <p>The Company has integrated all these ESG commitments as Core Values for its day-to-day Operations.</p>								

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the Entity against Specific Commitments, Goals and Targets along with Reasons in case the same are not met.	Collective efforts are being made by the Company and its stakeholders to adopt all the ESG commitments with desired efficacy. Specific ESG targets are under development and will be disclosed going forward.								

### Governance, Leadership, and Oversight

#### 7. Statement by Director Responsible for the Business Responsibility Report, Highlighting ESG Related Challenges, Target, and Achievements.

It gives me immense pleasure to share our first Business Responsibility and Sustainability Report (BRSR) (previously known as the Business Responsibility Report) for FY 2022-23. The Report has been prepared in format prescribed by the Securities and Exchanges Board of India (SEBI).

Our Company predominantly is engaged in manufacture of specialized Refractories and strive to provide total Refractory Solution to producers of Iron and Steel. The Company is Customer centric and/or in this regard, following sustainable ways of Manufacturing and providing Services to its Customers across geographies. The Company firmly believe that sustainability is all about the right balance between ability and responsibility to gain relevance and stability. Sustainability for the Company is about making choices following Long-Term perspective of business, society, and environment. In this regard, the Company have taken various initiatives for water conservation, energy management, phased reduction and recycling of wastes, GHG emission reductions.

As far as society is concerned, the Company's CSR initiatives are aimed at overall improvement of underprivileged and deprived section of Communities neighbouring its manufacturing facilities with focus on necessities like health, education, hygiene, sports, skills etc. Governance is core of the Company and Ethical Practices is something followed everyday by the Company.

We are dedicated in protecting our nature and environment and as part of our forward - looking approach, we are keen to address issues such as Environmental Sustainability, GHG and Climate Change Management. We will be focused on community engagement through our CSR initiatives and planning to align the same with United Nation's Sustainable Development Goal (UN - SDG).

8. Details of the Highest Authority Responsible for Implementation and Oversight of the Business Responsibility Policy/Policies	James L McIntosh Managing Director DIN - 009287829								
9. Does the entity have a Specified Committee of the Board/ Director Responsible for Decision Making on Sustainability Related Issues? (Yes/No). If yes, provide details.	Yes, Rajesh Agarwal Director – General Counsel DIN - 009786410								

#### 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	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above Policies and follow up action	The performance of the Company is periodically reviewed by the Internal Committees and Board. Company performance and any deviations in operation are also communicated to the Board and Top Management on priority for resolution.									Ongoing (Periodically and/or Need basis)								
Compliance with Statutory Requirements of Relevance to the Principles, and Rectification of any Non-Compliances	The Company has dedicated resource for Regulatory Compliances and robust procedure for identification of any non-compliances and rectification of the same. The top management and Board are communicated compliance status on regular basis.									Ongoing Basis								

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

11. Has the Entity Carried out Independent Assessment/Evaluation of the working of its Policies by an External Agency? (Yes/No). If yes, provide the name of the Agency.	<b>P1</b>	<b>P2</b>	<b>P3</b>	<b>P4</b>	<b>P5</b>	<b>P6</b>	<b>P7</b>	<b>P8</b>	<b>P9</b>
	Assessment /Evaluation of Policies on Health, Safety, Environment, and Governance is largely done internally. The Company has taken support from an External Organisation for developing its ESG Policies and Procedures. The Company is certified under ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018. These Certifications also include assessment of the Policies of the Company by Independent External Assessor.								

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The Entity does not consider the Principles Material to its Business (Yes/No)	Not Applicable								
The Entity is not at a stage where it is in a position to formulate and implement the Policies on Specified Principles (Yes/No)									
The Entity does not have the Financial or/Human and Technical Resources available for the task (Yes/No)									
It is planned to be done in the next Financial Year (Yes/No)									
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.

#### 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 (BoD)	All members of the Board and KMPs underwent mandatory training and specialized training programmes befitting their roles and responsibilities in the Company. These training are ongoing in nature and conducted throughout the year.		
Key Managerial Personnel (KMP)			
Employees and Workers other than BoD and KMP's	Training were ongoing in nature and conducted throughout the year.	Some of the topics covered are <ul style="list-style-type: none"> <li>• Communication and Interpersonal Skills</li> <li>• Environment, Health and Safety</li> <li>• First Aid</li> <li>• Fire Safety Awareness</li> <li>• Emergency Response</li> <li>• HIV, AIDS and TB</li> <li>• Employee induction Training</li> <li>• PoSH Training</li> <li>• Human Resource related Training Programs (awareness on the benefits provided by the Company, Wages etc)</li> <li>• On-job Trainings</li> </ul> These brought about overall improvement in conduct and behavior of Employees and Workers	100% by Rotation

**Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)****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 :**

<b>Monetary</b>					
<b>Particulars</b>	<b>NGRBC Principle</b>	<b>Name of the regulatory/enforcement agencies/judicial institutions</b>	<b>Amount (in ₹)</b>	<b>Brief of the Case</b>	<b>Has an appeal been preferred? (Yes/No)</b>
Penalty/Fine	1	Securities Exchange Board of India (SEBI)	5,00,000	Violation of provisions of SEBI Circular No. CIR/CFD/CMD1/114/2019 dated 18.10.2019 along with Clause 6C(i) of said Circular and Regulation 4(1)(e) of the SEBI LODR, 2015	Yes
Fine	1	BSE Limited National Stock Exchange of India Ltd	2, 25,000 2,25,000	Violation of Regulation 17 of SEBI LODR, 2015	No
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-
<b>Non-Monetary</b>					
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 :**

<b>Case Details</b>	<b>Name of the Regulatory/Enforcement Agencies/Judicial Institutions</b>
The Company filed an Appeal before Securities Appellate Tribunal (SAT) which was pleased to pass an Order on 6th January 2023 thereby quashed Order of SEBI. SEBI has filed an Appeal against said Order of SAT before Honorable Supreme Court of India	Securities Appellate Tribunal (SAT)

**4. Does the entity have an Anti-Corruption or Anti-Bribery Policy? If yes, provide details in brief and if available, provide a web-link to the policy?**

Yes, the Company believes in conducting its business in ethical manner including following anti-corruption and anti-birbery practices. This is supported and reflected by Company's Code on Ethics as well as Whistle Blower Policy, which are hosted on Company's Website : [www.ifglgroup.com](http://www.ifglgroup.com). The Company is in the process of formulating Anti-Bribery and Anti-Corruption Policy for its overall business activities.

**5. Number of Directors/KMPs/Employees/Workers against whom Disciplinary Action was taken by any Law Enforcement Agency for the charges of Bribery/Corruption.**

<b>Category</b>	<b>FY 2022-23</b>	<b>FY 2021-22</b>
Directors	Nil	Nil
KMPs	Nil	Nil
Employees and Workers	Nil	Nil

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

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.**

Not applicable

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

### Leadership Indicators

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

Yes, the Company has a Code of Conduct for Board including Independent Directors and Senior Management Personnel to avoid and/or manage conflict of interest. Pursuant thereto, the Company receive Annual Declarations from concerned persons as regards their interest which may lead to conflict of interest with that of the Company.

### Principle 2

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

### Essential Indicators

- 1. Percentage of R & D and Capital Expenditure (CAPEX) Investments in specific Technologies to improve the Environmental and Social Impacts of product and processes to total R & D and CAPEX Investments made by the Entity, respectively.**

During FY 2022-23, the Company did not Capture Expenditure relating to R & D activities separately. Each of the Manufacturing Facilities of the Company have in-house R & D facility primarily meant to ensure Quality and Performance of Products manufactured including Inputs used therein. The Company is however, in the process of setting up a state-of-art R & D centre at its Kalunga, near Rourkela (Odisha) Facility, which on becoming functional will support development of New Products, Improvement of Product Quality and performance, substitution of conventional Raw Materials, optimization of Resources, Re-cycling of Process and Product Wastes and other objectives firmed up from time to time.

- 2. Does the entity have procedures in place for Sustainable Sourcing? (Yes/No) If yes, what percentage of inputs were sourced Sustainably?**

Yes, the Company continuously strives for Sustainable Sourcing. In this regard, a Policy on sustainable supply chain and responsible Sourcing has been developed. SOP for ESG Supply Chain Management is in the process of being formulated. Percentage of Raw Materials procured sustainably will be provided from FY 2023-24.

- 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 :**

Customers of the Company are primarily producers of Iron and Steel. They are based in India and abroad. Refractory products supplied by the Company are consumables in nature to them. Such products are largely devoid of Plastics and other Hazardous Materials. The Company, wherever commercially feasible, is reclaiming used Products and Recycling Components thereof without compromising the quality of final products manufactured.

- 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.**

The Company uses insignificant quantity of plastics for packing of its products. Being categorised as 'Brand Owner' for the purposes of Plastic Waste Management Rules, 2016, the Company is managing its Plastic Waste as per the above-mentioned regulatory requirement to the extent possible. As the Company is required to comply obligations of Extended Producer Responsibility (EPR) for Plastic Waste Management, it will make application for EPR Registration with the Central Pollution Control Board. Simultaneously, the Company is also evaluating ways and means, whereby use of Plastic can be minimized and ultimately avoided altogether.

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

### Principle 3

Businesses should respect and promote the well-being of all Employees, including those in their Value Chains.

#### Essential Indicators

#### 1 a&b. Details of measures for the well-being of Employees and Workers :

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 and Workers</b>												
Male	938	938	100	938	100	NA	NA	The Company does not provide this benefit.	All Manufacturing Facilities of the Company have arrangements to provide basic Health Care.			
Female	10	10	100	10	100	10	100					
<b>Total</b>	<b>948</b>	<b>948</b>	<b>100</b>	<b>948</b>	<b>100</b>	<b>10</b>	<b>100</b>					
<b>Other than Permanent Employees and Workers</b>												
Male	556	556	100	556	100	NA	NA					
Female	101	101	100	101	100	101	100					
<b>Total</b>	<b>657</b>	<b>657</b>	<b>100</b>	<b>657</b>	<b>100</b>	<b>101</b>	<b>100</b>					

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

The Company provides several benefits to its Employees and Workers which includes the following :

- Provident Fund, Statutory Pension, Insurance in lieu of Statutory Employees Deposit Linked Insurance, ESI.
- Gratuity, Superannuation, Leave Encashment, Personal Accident etc subject to fulfillment of eligible criteria.

Table below provide details of some of those Benefits provided

Benefits	FY 2022-23			FY 2021-22		
	No. of Employees covered as a % of total Employees	No. of Workers covered as a % of total Workers	Deducted and Deposited with the Authority (Y/N/NA)	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/NA)
Employee Provident Fund (PF)	100	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
Employees' State Insurance (ESI)	100	100	Y	100	100	Y
Staff Welfare Expense	100	100	Y	100	100	Y

The Company employed other than Permanent Employees and Workers only through Registered Vendors and ensured that Statutory Benefits as per applicable Laws are extended.

#### 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.

#### 4. Does the entity have an Equal Opportunity Policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a Web-link to the policy.

Yes, the Company has in place an Equal Opportunity Policy and hosted on Company's website <https://ifglgroup.com/wp-content/uploads/2023/05/IFGL-Diversity-and-Equal-Opportunity-Policy.pdf>. Policy articulates Company's commitment for Employment opportunities without any discrimination on the grounds of age, color, disability, marital status, nationality, race, religion, gender, sexual orientation etc. The Company strives to maintain a work environment free from any Harassment based on the above factors. Equal Opportunity Policy is however subject to applicable requirements, qualifications and merits of the Individuals concerned.

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

### 5. Return to Work and Retention Rates of permanent Employees and Workers that took parental leave :

During FY 2022-23, no permanent employee and worker took parental leave.

### 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 :

The Company is committed to provide a Safe and Conducive Work Environment to all of its Employees. Transparency and openness are values practiced across all levels. Employees are encouraged to discuss with their Reporting Managers in case of any Grievances and can reach out to Human Resource (HR) team. Every possible effort is made to resolve such Grievances at the earliest. IFGL has implemented a multistage Grievance Redressal Procedure across its organisation.

Particulars	Yes/No (If yes, give details of the mechanism in brief)
Permanent Workers	Through its Whistle Blower Mechanism, the Company provides a Grievance Redressal Mechanism and encourages its Employees and Workers to bring to attention any instances of unethical behavior, incidents, frauds, or violation of Company's Code of Conduct.
Permanent Employees	The Company has created specific E-mail ID through which, Employees can send E-mail directly to Audit Committee Chairman or Members of Audit Committee. Additionally, the Company practices an open-door approach through which the Employees and Workers can raise their Grievances with their immediate Senior(s) or the Human Resource Department.
Other than Permanent Workers	The Non-permanent Employees and Workers can communicate their Grievances through their respective Supervisors. The grievances are further communicated to the Company for necessary action and resolution.
Other than Permanent Employees	Additionally, they can also report any instances of unethical behavior, incident, or violations through the Company's Whistle Blower Mechanism. All Employees are made aware of this mechanism during their Induction and periodic Trainings imparted by Human Resource (HR) Department.

### 7. Membership of Employees and Worker in Association(s) or Unions recognized by the listed entity :

Workers of Company's Kalunga near Rourkela (Odisha) manufacturing facility only are members of recognised Union, IFGL Mazdoor Manch.

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

Category	FY 2022-23					FY 2021-22				
	Total(A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Male	938	948	100	948	100	904	914	100	914	100
Female	10					10				
<b>Total</b>	<b>948</b>					<b>914</b>				

The Company regularly provides job safety related trainings to Employees and Workers including during onboarding through Induction Training. Trainings are also provided on Skill upgradation. Table above include details of Training imparted to Permanent Employees and Workers only.

#### Key focus areas of the Company's Training interventions have been :

- Induction Training including various aspects of Human Resource, Company's Code of Conduct, Whistle Blower Mechanism, Employee Grievance Management, Prevention of Sexual Harassment at Work Place, Employee well-being Mechanism, general Health and Safety.
- Periodic Training Program on Occupational Health and Safety.
- Functional and Technical Skill enhancement.
- Training on transformation of Technology such as digital Technology, use of New Software etc.

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

### 9. Details of Performance and Career Development reviews of Employees and Workers :

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Male	938	938	100	904	904	100
Female	10	10	100	10	10	100
<b>Total</b>	<b>948</b>	<b>948</b>	<b>100</b>	<b>914</b>	<b>914</b>	<b>100</b>

The Company places increased importance on continual development of Human Resource irrespective of levels and Professional Development and Career Growth of Employees at large.

### 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, the occupational Health and Safety Management System has been implemented in all Manufacturing Facilities of the Company located in India. The Company has also developed and implemented Integrated Environment and Health – Safety (EHS) Management System. Integrated EHS Management System of below mentioned Manufacturing Facilities are certified under ISO 14001:2015 (Environmental Management System) and ISO 45001:2018 (Occupational Health and Safety Management System):

Manufacturing Unit	Availability of ISO 9001:2015 Certification	Availability of ISO 14001:2015 Certification	Availability of ISO 45001:2018 Certification	Validity	Issuing Agency
Kalunga near Rourkela (Odisha)	Yes	Yes	Yes	1st September 2023	TÜV NORD CERT GmbH
Kandla Special Economic Zone (Gujarat)	Yes	Yes	Yes	2nd December 2024	TÜV SÜD South Asia Private Limited

Company's new Manufacturing Facility situated at Visakhapatnam (Andhra Pradesh) is in the process of having above-mentioned ISO Certifications.

EHS Management System defines mandatory requirements for the Systematic Management and execution within the Company. The Company has also prepared a Standard Operating Procedure for general Health and Safety within its Manufacturing Operations conforming to applicable laws. Following Standard Operating Procedures have also been developed and implemented by the Company.

Safety Core Value	Safety Aim
Good Health and Safety is essential for Business Continuity	No accidents
Safety is the core responsibility for everyone in the Company	Zero Lost Time Injury*
Safe Working Condition is the base of Company's Work Culture	No harm to people

\*A Lost Time Injury (LTI) is an injury sustained on the job by an Employee that results in the loss of Productive Work Time (as defined in Globally Accepted Occupational Health and Safety Standards and Framework).

#### b. What are the processes used to identify Work-related Hazards and assess Risks on a Routine and Non-routine basis by the Entity?

The Company has in place a Systematic Risk Management Process to identify and control Hazards in its Operations and is applied through below mentioned five steps.





## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

- The Company has established Hazard Identification and Risk Assessment (HIRA) process, both for Routine and Non-routine activities. Further, the Company has implemented Job Hazard Analysis (JHA) Procedure before performing any Non-routine and maintenance activities and provides Risk Mitigation Controls accordingly.
- The Company also conduct periodical Internal Audits, whereunder workers may also report Unsafe conditons and/or practices.
- The Company is in process of digitalizing safety inasmuch as a Safety Mobile App will be installed in mobile of concerned persons and if they witness any unsafe conditions or unsafe working practices, an alert will be generated for persons involved to remedy the same.

The Company has identified key Occupational Health and Safety Risks based on the HIRA and developed key Standard Operating Procedures (SOPs) on Health and Safety aspects such as Chemical Safety and Spill Management, Electrical Safety, Industrial Hygiene, use of Lifting Tools and Tackles, use of Personal Protective Equipment, Work Permit System and working at Height etc.

All relevant stakeholders including Plant Heads, Site Engineers and EHS team members are involved in Risk Assessment Processes. Risk Assessment and Safe Work Method Statement is developed and approved by concerned personnel prior to initiating any work activity that may have significant Health and Safety Risks (Work Permit System). All identified risks and Risk Mitigation Plans are documented, approved and communicated to parties involved in the activity.

**c. Whether you have processes for Workers to report the Work-related Hazards and to remove themselves from such risks?**

Yes, all employees can report incidents and near-misses to the following personnel :

- Designated EHS personnel at Company's Manufacturing Facilities.
- Head of the Respective Department.
- Reporting Manager.

**d. Do the Employees/Workers of the Entity have access to Non-occupational Medical and Healthcare services?**

Yes, Employees/Workers of the Company have access to Non-occupational Medical and Healthcare services including through tie-ups with reputed Medical Insitutions. Periodically they are also trained to respond appropriately to on-site Medical emergencies.

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

Safety Incident/Number	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	2.64
Total Recordable Work-related Injuries	97
No. of Fatalities	Nil
High consequence Work-related Injury or ill-health (excluding Fatalities)	Nil

**12. Describe the measures taken by the Company to ensure a Safe and Healthy workplace :**

The Company has formed Safety Committee at each of its Manufacturing Facility for managing Occupational Health Safety aspects related to its Operations and other associated activities. The Safety Committee operates in close co-ordination with Leadership Team at Corporate Level. The Company has set a 'Zero Harm' target at workplace. It has taken pledge to ensure safe workplace and developed a robust procedure to identify any Health and Safety issue and rectify the same with utmost importance in an efficient manner.

The Company identifies potential Hazard and Risks pertaining to its Operations and ensures availability of efficient Risk Control Measures. It follows a robust risk hierarchy of control mechanism to minimize the risks at acceptable limit. Periodic Internal and External Audits and inspections across Company's Manufacturing Facilities on Occupational Health and Safety aspects are conducted to identify and Rectify any Health and Safety deviations.

The Company selects right Equipment, Technology and Processes at the planning stage to minimize chances of Workplace Safety related deviations. Further, all the Hazardous materials used by the Company are managed with utmost importance to minimize any Health and Safety issues related to their Storage, Handling and Usage. The Company has also implemented Work Permit System as a formal documented systematic process designed to identify, communicate, mitigate, and control risks. It has displayed Work Instructions at conspicuous places at Workplace.

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

The Company treats its Human-capital as one of the Valuable Resources. Therefore, the Company takes care of Industrial and Workplace Hygiene related aspects with utmost importance. Further, the Company conducts risk based Medical check-up of its Employees and Workers. Regular trainings on Occupational Health and Safety Management is also imparted by the Company to its on-roll Employees and Workers.

### 13. Number of Complaints on the following made by Employees and Workers :

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending Resolution at the end of year	Remarks	Filed during the year	Pending Resolution at the end of year	Remarks
Working Conditions	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

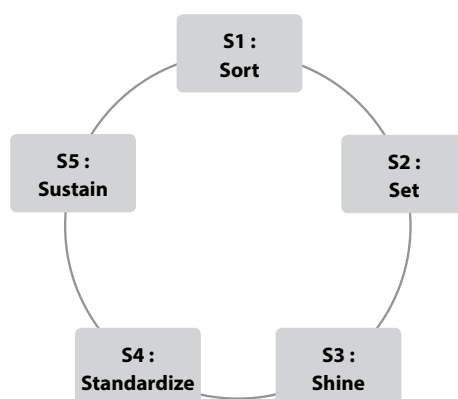
### 14. Assessments for the year :

Particulars	% of your Plants and Offices that were assessed (by Entity or Statutory Authorities or Third Parties)
Health and Safety Practices	100 (including Internal Assessment)
Working Conditions	100 (including Internal Assessment)

### 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 :

No major safety related incidents took place in FY 2021-22 and FY 2022-23. EHS risk management culture has been inculcated across the Company. The Company has implemented a procedure to log every Incidents, near misses and First Aid cases. These are investigated by the Company, and Risk Mitigation is done through the Incident classification, Reporting and Investigation. The Company has implemented time bound action plan to rectify Health and Safety deviations. The Company has enrolled Subject Matter Experts (SMEs) for Occupational Health and Safety Management.

The Company is in the process of implementing 5S Methodology in its Manufacturing Facilities for Hazard free and Seamless Operations.



These initiatives will also help the Company to enhance its competency with respect to Health and Safety in Workforce with higher degree of awareness and suitable Training.

### Leadership Indicators

#### 1. Does the entity extend any Life Insurance or any compensatory package in the event of Death of (a) Employees (Y/N) (b) Workers (Y/N).

Yes, the Company has ensured that its Workers and Employees are adequately covered under different Insurance Policies.

For further details, please refer to Section 'Details of measures for the well being of Employees and Workers of this Report (Under Principle 3)

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

### 2. Provide the measures undertaken by the Entity to ensure that Statutory Dues have been deducted and deposited by the Value Chain Partners :

Yes, Company has put in place Systems and Procedures to ensure that Statutory Dues applicable are deducted and deposited as per applicable Laws by its Value Chain Partners. Moreover Value Chain Partners are responsible for adherence or compliance of Laws applicable to them and consequently for deduction and deposit of dues thereunder.

#### 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 :

Key Stakeholders are identified on the basis of the material influence they have on the Company or on how they are materially influenced by the Company's Corporate decisions and consequences of those decisions. The Company has categorized the Key Stakeholders based on the following attributes :

- Dependency - Stakeholders who are directly dependent on Company's activities, products, services or on whom the Company is dependent to operate.
- Responsibility - Stakeholders towards whom the Company has legal, commercial, operational or moral/ethical responsibilities.

As the stakeholders play pivotal role in business continuity of the Company, it gives due importance and engage with them periodically. Such engagement provide requisite understanding to the Company of perception and expectations of the Stakeholders and this enables, the Company to formulate and evaluate its business strategies accordingly.

### 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	Frequency of engagement	Purpose and Scope of Engagement including key topics and concerns raised during such engagement
Investors/ Shareholders	No	<ul style="list-style-type: none"> <li>• Annual/Quarterly Financial Reports and Earnings Calls</li> <li>• Investor Conferences</li> <li>• Quarterly/Specific Event based</li> <li>• Press Releases</li> <li>• Investor Presentations</li> </ul>	Quarterly/ Need-Based	<ul style="list-style-type: none"> <li>• Clear and effective communication on business environment and business-related Issues</li> <li>• Corporate Governance</li> <li>• Regulatory Compliances</li> <li>• Company Business Plan, Sustainability</li> <li>• Addressing their queries</li> </ul>
Regulators	No	<ul style="list-style-type: none"> <li>• Mandatory regulatory filings</li> <li>• Periodical submission of Business Performance</li> <li>• Written Communications</li> <li>• In-person Meetings</li> </ul>	Need-Based	<ul style="list-style-type: none"> <li>• Compliance with Rules and Regulations</li> <li>• Submission of transparent disclosures i.e. different Forms and Formats as per the applicable Statute</li> <li>• Corporate Governance and Corporate Social Responsibilities (CSR)</li> <li>• Revenue and Tax</li> </ul>
Suppliers/ Vendors/ Third-party Manufacturers	No	<ul style="list-style-type: none"> <li>• Vendor Meets</li> <li>• E-mail or Telephone</li> <li>• Training and Engagement Events</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>• Fair and Ethical procurement &amp; Engagement Practices</li> <li>• Pricing and Favorable Terms of Payment</li> <li>• Timely clearance of Invoices</li> <li>• Quality and Quantity of Raw Materials</li> <li>• Knowledge and Infrastructural Upgradation</li> <li>• Environmental and Labour Compliances</li> </ul>

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication	Frequency of engagement	Purpose and Scope of Engagement including key topics and concerns raised during such engagement
Communities	No	<ul style="list-style-type: none"> <li>In-person Meetings</li> <li>Engagement through NGOs</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Community Development Programmes such as Schools through CSR Initiatives</li> <li>Skill Development and Livelihood Support Program</li> <li>Celebration of events that are important in Local and Indian context</li> </ul>
Customers	No	<ul style="list-style-type: none"> <li>In-person Meetings</li> <li>E-mails</li> <li>Collation and Analysis of Customer feedback</li> <li>Engagement through Website</li> <li>Social Media</li> <li>Brand Campaigns</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Clear communication on the Product Quality, Price, Usage, Returning etc</li> <li>Regular Communication on the ordering and Invoice</li> <li>Customer Awareness Program</li> <li>Client site Operation Management Support</li> <li>Consistent Quality at Competitive Prices</li> <li>New and Innovative Products, as per latest Market requirements</li> <li>Easy access to Products and Services</li> <li>Protection of the Sensitive Information</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>Group Interaction Meetings</li> <li>Employee Engagement Surveys</li> <li>Training and Development Workshops</li> <li>Performance Appraisals</li> <li>Written Communications</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Training and Development</li> <li>Diverse, open, non-discriminatory and Safe Working Environment</li> <li>Career Progression</li> <li>Competitive Rewards and Remuneration</li> <li>Health and Safety</li> <li>Performance Evaluation and Recognition</li> </ul>

### Leadership Indicators

**1. Provide the processes for consultation between Stakeholders and the Board on Economic, Environmental and Social topics or if consultation is delegated, how feedback from such consultations is provided to the Board :**

The Company has set up Committees for addressing issues relating to Economic, Environment, Social, Governance etc. Constant and proactive engagement with both Internal and External Stakeholders are conducted by such Committees to :

- Align the Business Plan and Strategy with Stakeholder's expectations.
- Review Company's Performance on dealing with Grievances/Issues raised by the Stakeholders.

Wherever thought to be necessary, said Committees forward the Issues noticed for further deliberation and decision thereon by the Board and/or persons concerned.

**2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics? (Yes/No). If so, provide details of instances as to how the input received from stakeholders on these topics were incorporated into the Policies and Activities of the entity :**

Yes, the Company conducted Environmental, Social and Governance (ESG) Materiality Assessment through an external Agency and during such exercise engaged with key Stakeholders to capture their views on Company's ESG performance. The Company has implemented certain programs on ESG aspects and taken ambitious Goals and Targets on ESG Material Issues. The Company has also started certain initiatives to achieve these Targets, which have been communicated to Internal and External Stakeholders

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

through effective Communication Channels.

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

There are no vulnerable or marginalized Stakeholders pertaining to Company's Business. The Company has taken several CSR Initiatives through IFGL Refractories Welfare Trust.

#### Principle 5

Businesses should respect and promote human rights.

#### Essential Indicators

### 1. Employees and Workers who have been provided Training on Human Rights Issues and Policy(ies) of the Entity, in the following format :

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of Employees/Workers covered (B)	% (B/A)	Total (C)	No. of Employees/Workers covered (D)	% (D/C)
<b>Employees and Workers</b>						
Permanent	1605	All	100	1615	All	100
Other than Permanent		All	100		All	100
<b>Total (including Workers)</b>		<b>All</b>	<b>100</b>		<b>All</b>	<b>100</b>

The Company regularly imparts Trainings on Human Rights Related issues and Policies whereunder all Permanent Employees, Workers and Contractual staffs are included.

### 2. Details of Minimum Wages paid to Employees and Workers, in the following format :

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Permanent	948	Employees were paid more than minimum wages		948	100	914	Employees were paid more than minimum wages		914	100
Other than Permanent	657			657	100	701			701	100
<b>Total Employees</b>	<b>1605</b>			<b>1605</b>	<b>100</b>	<b>1615</b>			<b>1615</b>	<b>100</b>

The Company provides Remuneration to all its Employees and Workers at a rate higher than payable as per applicable laws. To be transparent, the Company provides monthly wage/pay slips to its employees wherein complete particulars are given including deductions made.

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

(₹ in lakhs)

Category	Male		Female	
	Number	Median Remuneration/Salary/Wages of respective category	Number	Median Remuneration/Salary/Wages of respective category
Board of Directors (BoD)	8	182.41*	1	Foregone her entitlement of Sitting Fees
Key Managerial Personnel **	5	157.97	1	28.39
Employees and Workers other than BoD and KMP	933	2.63	9	4.27

\* Excludes Sitting Fees paid to Independent Directors

\*\*Including 4 (four) KMPs forming part of Board

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

**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)**

The Company does not have a single focal point for addressing Human Rights related issues. However, the HR team is responsible for addressing the same. In this regard Employees and Workers are encouraged to communicate such issues to HR team at Corporate Office and/or Manufacturing Facilities. During FY 2022-23 no issue or any violation pertaining was raised.

**5. Describe the Internal Mechanisms in place to redress Grievances related to Human Rights issues.**

The Company has adopted a Human Rights Policy. All grievances relating to Human Rights issue are dealt with, as and when received, by the HR team in co-ordination with others concerned. Grievances received are duly investigated and appropriate actions taken to resolve them. Wherever necessary, disciplinary actions as are deemed fit and appropriate are also taken. If necessary, matters are referred to jurisdictional Regulatory Authorities and assistance sought therefrom.

**6. Number of Complaints on the following made by Employees and Workers :**

Category	FY 2022-23			FY 2021-22		
	Filed during the Year	Pending Resolution at the end of Year	Remarks	Filed during the Year	Pending Resolution at the end of Year	Remarks
Sexual Harassment	Nil	Nil	-	Nil	Nil	-
Discrimination at Workplace	Nil	Nil		Nil	Nil	
Child Labour	Nil	Nil		Nil	Nil	
Forced Labour/Involuntary Labour	Nil	Nil		Nil	Nil	
Wages	Nil	Nil		Nil	Nil	
Other Human Rights related issues	Nil	Nil		Nil	Nil	

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

The Company has Vigil Mechanism i.e. Diversity and Inclusion and Whistle Blower Policy, whereunder complaints for discrimination and harassment or any other wrong doing can be lodged without fear for adverse consequences. Company's Code of Conduct also requires Employees at large to behave responsibly. Besides this, the Company has also put in place Policy on Prevention of Sexual Harassment of Women at Workplace.

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

Yes, the Company is adhering to the UNGC (United Nation Global Compact) Principles, which include Human Rights clauses. These clauses form part of the contract with supplier and are extended across the supply chain in the form of the Supplier/Vendor Code of Conduct.

**9. Assessments for the year :**

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100% of Company's Manufacturing Facilities are assessed internally and through Statutory bodies (such as Labour Department, Directorate of Industrial Safety and Health etc.) from time to time on these aspects.
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 :**

Not applicable

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

### Leadership Indicators

**1. Details of a business process being modified/introduced as a result of addressing Human Rights Grievances/Complaints.**

The Company has not received any grievances/complaints for Human Rights violation. The Company has however been in the process of developing its Human Rights Policy and Sustainable Supply Chain Policy to enhance focus on Human Rights aspects in its business.

**2. Details of the Scope and Coverage of any Human Rights Due Diligence conducted :**

EHS and HR department of the Company regularly conduct audit and inspection through internal audit protocols on Human Rights related issues.

**3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes.

### Principle 6

**Businesses should respect and make efforts to protect and restore the environment.**

### Essential Indicators

**1. Details of total energy consumption in Giga Joules (GJ) and energy intensity :**

The Company uses Electricity supplied by State Industrial Grids in its Manufacturing Facilities in India. Diesel driven generator sets are also used as emergency backups and Liquefied Petroleum Gas (LPG) in production activities at the Manufacturing Facilities. Summary of Electricity Consumed in Company's Manufacturing Facilities, is given in Table below :

Parameter	FY 2022-23*	FY 2021-22*
Total Electricity Consumption (A)	45,897	43,923
Total Fuel Consumption (B) - LPG	1,33,054	1,53,157
Energy Consumption through other sources (C) - Diesel	6,965	6,384
Total Energy Consumption (A+B+C) (GJ)	1,85,916	2,03,464
Energy intensity per rupee of Turnover (Total Energy Consumption in GJ/ Turnover (in Rupees in crores))	223.09	258.42

No independent assessment/evaluation/assurance has been carried out by an external agency.

\* Aforesaid details are for all three manufacturing facilities of 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

**3. Provide details of the following disclosures related to Water**

**Water withdrawal by source in kilolitres :**

Parameter	FY 2022-23*	FY 2021-22*
(i) Surface Water	-	-
(ii) Groundwater	43,008	43,871
(iii) Third party Water (Municipal Water Supplies)	35,018	28,960
(iv) Seawater/Desalinated Water	Nil	Nil
(v) Others	Nil	Nil
<b>Total Volume of Water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>78,026</b>	<b>72,831</b>
<b>Total Volume of Water Consumption (in kilolitres)</b>	<b>78,026</b>	<b>72,831</b>
<b>Water intensity per Cr. rupee of Turnover (Water Consumed/Turnover)</b>	<b>93.63</b>	<b>92.50</b>

No independent assessment/evaluation/assurance has been carried out by an external agency.

\* Aforesaid details are for all three Manufacturing Facilities of the Company.

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

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

Yes, the industrial operations of the Company are not water intensive. The Company does not discharge any form of effluent including untreated water outside its manufacturing facilities.

**5. Please provide details of Air Emissions (other than GHG Emissions) by the Entity, in the following format:**

Parameter	Unit	Ambient air quality*	
NOx (in ambient air)	µg/m <sup>3</sup>	4.23 – 40.8	3.72 - 28
SOx (in ambient air)	µg/m <sup>3</sup>	5.11 – 43.2	4.69 - 5.6
Particulate Matter (PM 10)	µg/m <sup>3</sup>	29.78 - 82	28.95 - 81.4
PM 2.5	µg/m <sup>3</sup>	27.11-51.6	25.78 - 27
Persistent Organic Pollutants (POP)	NA	NA	NA
Volatile Organic Compounds (VOC)	NA	NA	NA
Hazardous Air Pollutants (HAP)	NA	NA	NA

\* Details in Table above denotes average results of three Manufacturing Facilities of the Company. The Company has engaged external National Accreditation Board for Testing and Calibration Laboratories (NABL) accredited monitoring agencies to monitor emissions and suggest measures that they are always within permissible norms.

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

Company Parameter	Unit	FY 2022-23	FY 2021-22
Scope 1 (Diesel, LPG)	Tons	8,911	10,137
Scope 2 (Electricity)	Tons	10,327	9,883
Total Scope 1 and Scope 2 emissions per rupee of Turnover (Tons/Cr.)		23.08	25.43

No independent assessment/evaluation/assurance of Greenhouse Emissions has been carried out by any External Agency.

The Company has developed a Standard Operating Procedure (SOP) for capturing its Scope 1 and Scope 2 GHG emissions from its operations. This SOP has been developed in line with globally accepted frameworks and standards such as US EPA guideline, applicable guidelines of GHG Protocol.

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

Yes, the Company has undertaken several initiatives, latest being use of Natural Gas in its operations instead of LPG to minimise its GHG footprint. The Company is expected to reduce about 13% of its present GHG footprint through aforesaid fuel switch.

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

Parameter	FY 2022-23*	FY 2021-22*
<b>Total Waste Generated (in Metric Tonnes)</b>		
Plastic Waste (A)	554.27	333.63
E-waste (B)	5.78	5.47
Bio-medical Waste (C)	Nil	Nil
Construction and Demolition Waste (D)	Nil	Nil
Battery Waste (E)	Nil – Buy Back Policy	Nil – Buy Back Policy
Radioactive Waste (F)	Nil	Nil
Other Hazardous Waste - Used Oil (G)	23.24	17.97
Other Non-hazardous Waste generated - Municipal solid waste such as wood waste, waste rags, rubber waste, kitchen waste (H)	209.22	412
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>792.51</b>	<b>769.07</b>



## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

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

Category	FY 2022-23	FY 2021-22
(i) Recycled	432.75	249
(ii) Re-used	127.71	295.20
(iii) Other Recovery Operations	117.81	172
<b>Total</b>	<b>678.27</b>	<b>716.20</b>

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

Category of waste	FY 2022-23	FY 2021-22
(i) Incineration	12.64	17.8
(ii) Landfilling	14.23	-
(iii) Other Disposal Operations	1.4	4.15
<b>Total</b>	<b>28.27</b>	<b>21.95</b>

No independent assessment/evaluation/assurance has been carried out of the aforesaid by any External Agency.

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 :**

Yes, the Company has integrated three (3) principles of waste management i.e. Reduce, Reuse and Recycle (3R) into its business. It has implemented a robust waste management program across its operations. Followings are the key aspects of the waste management program implemented by the Company :

- To comply with the waste related statutory requirements as applicable. Further, the Company submits waste related returns to the regulatory authorities as per the statutory requirement.
- Disposal of the Hazardous and other categories of wastes such as e-wastes, used batteries through authorised recyclers and disposal agencies only.
- To the extent possible, recycle product process wastes.
- Wherever feasible, the Company gets back product waste from Customers and recycle components thereof to the extent possible.

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 :**

No, as on the date of this Report the Company does not have any facility(ies) 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 :**

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Weblink
Nil					

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.

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

### Leadership Indicators

#### 1. Provide the following details related to water discharged :

Parameter	FY 2022-23	FY 2021-22
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	NA	NA
No treatment		
With treatment – please specify level of treatment		
(ii) To Groundwater	NA	NA
No treatment		
With treatment – please specify level of treatment		
(iii) To Seawater	NA	NA
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third parties	NA	NA
No treatment		
With treatment – please specify level of treatment	-	-
(v) Others : Treatment of effluent in onsite Effluent Treatment Plant (ETP) in the manufacturing units		
No treatment	-	-
With treatment – Effluent Water Treatment has been done at ETP by Adding Chemicals and reused in the Manufacturing Process*	12,637.5	12,992
<b>Total water discharged (in kilolitres) and Re-used in manufacturing process</b>	<b>12,637.5</b>	<b>12,992</b>

\* Kalunga and Kandla Manufacturing Facilities of the Company have Captive Effluent Treatment Plant where used water is treated. Such treated water is reused to the extent necessary and remaining water discharged. Figures given above relates to these two manufacturing facilities of the Company, no independent assessment, evaluation or assurance whereof has been done by any external agency.

#### 2. Water Withdrawal, Consumption and Discharge in areas of Water Stress (in kilolitres) :

None of the Manufacturing Facilities of the Company is situated in water stress area.

#### 3. Please provide details of total Scope 3 emissions & its intensity, in the following format :

The Company is in the process of developing an SOP for monitoring of Scope 3 GHG emission. This SOP will be inline with internationally recognised standards and frameworks for GHG quantification.

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

None of the Manufacturing Facilities of the Company is situated in Ecologically Sensitive Area.

#### 5. If the entity has undertaken any specific initiatives or used Innovative Technology or solutions to improve Resource Efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format :

Sl. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Installed LED Lights	LED lights installed in Company's manufacturing facilities In FY 2022-23 : 410 In FY 2021-22 : 274	Less Electricity Consumption
2	DE System in CNC and Mix Plants	NA	Sustainable use of Raw Materials

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

Sl. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
3.	Solar Panels	Solar Panels have been installed at Company's Manufacturing Facility at Visakhapatnam	Use of Renewable Energy
4.	Power Capacitors	Power Capacitors Installed	Improved Power Factor

**6. Does the entity have a Business Continuity and Disaster Management Plan? Give details in 100 words/Web-link.**

The Company has developed Business Continuity Plan (BCP) and on-site Emergency Management Plan. The BCP of the Company has identified potential business disruption issues and recovery plan. The key issues that have been identified in the BCP are supply of raw materials, use of natural resource, operational continuity etc. The onsite Emergency Management Plan has identified potential emergency scenarios and disruptions that could affect business operation in short-term and long-term basis. This plan has also included guidelines on emergency response and post emergency measures.

**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.**

The Company is affiliated with Six (6) Trade and Industry Chambers.

**b. List the top 10 Trade and Industry Chambers/Associations (determined based on the total members of such a body) the entity is a member of/affiliated to :**

Sl. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (International/State/National)
1	World Refractory Association	International
2	Indian Refractory Makers Association	National
3	Chemical & Allied Export Promotion Council (CAPEXIL)	National
4	Export Promotion Council for EOUs and SEZs (EPCES)	National
5	Indian Chamber of Commerce, Kolkata	State
6	Rourkela Chamber of Commerce	State
7	Kasez Industries Association	State

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

None

**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 :**

Not Applicable

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

Not Applicable

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

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

The Company acknowledges its responsibility towards the society and supports inclusive growth and equitable development of all its stakeholders. The Company strongly believes in growing together responsibly leading to success of its business. The Company aim at balancing the needs and addresses the concerns of its stakeholders and endeavours to take into the consideration the impact on the environment, society and the community. The Company is committed to giving back to the society within which it operates and as part of this Principle, the Company has chosen several initiatives under CSR activities.

### 4. Percentage of input material (Inputs to Total Inputs by Value) sourced from Suppliers:

Parameter	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/Small Producers	The Company being manufacturer and trader of specialised Refractories primarily for producers of Iron and Steel has been sourcing most of its major Input Raw Materials from Peoples Republic of China. The Company has also been procuring few inputs from Indigenous Vendors. The Company is working on reducing its dependency on Imported Inputs and is striving to reduce the same by 50% during next five years.	
Sourced directly from within the District and Neighbouring Districts		

### Leadership Indicators

#### 1. Details of beneficiaries of CSR Projects:

CSR initiatives mentioned below and pursued by the Company are meant to benefit vulnerable and marginalized groups of communities neighboring manufacturing facilities of the Company. However, percentage of beneficiaries therefrom is not ascertainable.

Sl. No.	CSR Project	No. of person benefitted from CSR Projects	Percentage of beneficiaries from vulnerable and marginalized groups
1.	Education support	-	-
2	Health Support	-	-
3	Sanitation and hygiene support	-	-
4	Sports support	-	-
5	Skill development support	-	-

### Principle 9

**Businesses should engage with and provide Value to their Consumers in a responsible manner.**

### Essential Indicators

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

Yes, the Company manufactures Industrial Products and provide related Services. Customers of the Company are producers of Iron and Steel in India and abroad. Accordingly, to this extent nature of complaints received from Customers is distinguishable. The Company is Consumer centric and values their issues and concerns if any and therefore have implemented a procedure to receive and respond to Consumer Complaints and feedback. It has a Policy on Customer Care which provides for customer's grievance redressal mechanism. Each of the customer's complaint is looked into in detail and prompt response and timely resolution provided for. The Company has provided contact details and E-mail ID's on its website whereat communication may be sent by Stakeholders including Customers of the Company.

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

Particulars	As a percentage of total turnover
Environment and Social parameters relevant to the products	100
Safe and Responsible usage	100
Recycling and/or Safe Disposal	100

## Annexure 'A' to Directors' Report - Business Responsibility and Sustainability Report (Contd.)

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

Particulars	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-		-	-	
Cyber - Security	-	-		-	-	
Delivery of Essential Services	-	-		-	-	
Restrictive Trade Practices	-	-		-	-	
Unfair Trade Practices	-	-		-	-	
Other	-	-		-	-	

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

Nil

### 5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, the Company has detailed framework on cyber security and risk related to data privacy and the same is available on website of the Company at <https://ifglgroup.com/wp-content/uploads/2023/05/Data-Privacy-Policy.pdf>. This framework is aligned with ISO 27001:2022 (Information Security Management System).

### 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.

Not applicable.

### Leadership Indicators

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

Details on products and services of the Company are available at its website [www.ifglgroup.com](http://www.ifglgroup.com).

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

To educate the consumers about the safe usage of the products, the Company has created documents namely Product Information Sheet (PIS). Product application videos have also been created for quick references and links of videos are shared with the customers on need basis. One to one briefing meeting are also held with Customers as and when necessary.

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

In order to inform Customers of disruption/discontinuation of essential services, the Company sends E-mail communications and/or host Announcements on its website [www.ifglgroup.com](http://www.ifglgroup.com)

#### 4. Provide the following information relating to data breaches :

1. Number of instances of data breaches along with impact – Nil
2. Percentage of data breaches involving personal identifiable information of Customers – Nil