

Greenlam/2024-25

July 09, 2024

**The Manager**

BSE Limited  
Department of Corporate Services  
Floor 25, P. J. Towers, Dalal Street  
Mumbai - 400 001  
Fax No. 022-2272-3121/1278/1557/3354  
Email: [corp.relations@bseindia.com](mailto:corp.relations@bseindia.com)

BSE Scrip Code: 538979

**The Manager**

National Stock Exchange of India Limited  
Exchange Plaza, Bandra Kurla Complex  
Bandra (E)  
Mumbai - 400 051  
Fax No. 022-2659-8237/8238/8347/8348  
Email: [cm1ist@nse.co.in](mailto:cm1ist@nse.co.in)

NSE Symbol: GREENLAM

**Sub: Business Responsibility and Sustainability Report (BRSR) for Financial Year 2023-24**

Dear Sir/Madam,

Pursuant to the applicable provisions of Regulation 34 (2) (f) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith the Business Responsibility and Sustainability Report (BRSR) of the Company for the Financial Year 2023-2024.

You are requested to take the above information on records.

Thanking you,  
Your faithfully,

For **GREENLAM INDUSTRIES LIMITED**

**PRAKASH KUMAR BISWAL**  
**COMPANY SECRETARY &**  
**VICE PRESIDENT – LEGAL**

Encl: As above

# Business Responsibility & Sustainability Reporting

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1. **Corporate Identity Number (CIN) of the Listed Entity:** L21016DL2013PLC386045
2. **Name of the Listed Entity:** Greenlam Industries Limited
3. **Year of incorporation:** 2013
4. **Registered office address:** 203, 2<sup>nd</sup> Floor, West Wing, Worldmark 1, Aerocity, IGI Airport Hospitality District, New Delhi-110 037
5. **Corporate address:** 203, 2<sup>nd</sup> Floor, West Wing, Worldmark 1, Aerocity, IGI Airport Hospitality District, New Delhi-110 037
6. **E-mail:** investor.relations@greenlam.com
7. **Telephone:** +91-11-42791399
8. **Website:** www.greenlamindustries.com
9. **Financial year for which reporting is being done:** From April 01, 2023 to March 31, 2024
10. **Name of the Stock Exchange(s) where shares are listed:** BSE Limited (BSE), National Stock Exchange of India Limited (NSE)
11. **Paid-up Capital:** ₹1275.74 Lakhs
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:**  
 Mr. Ashok Kumar Sharma, Chief Financial Officer  
 Contact No.: +91-11-42791399  
 Email Id: ashok.sharma@greenlam.com
13. **Reporting boundary** - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).  
  
 Standalone
14. **Name of assurance provider :** Not Applicable
15. **Type of assurance obtained:** Not Applicable

### II. Products/Services

#### 16. 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	Wood and wood products, furniture, paper, and paper products	100

#### 17. 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.	Laminates and Allied Products	16219	87.34
2.	Veneer and Allied Products	16211	9.87
3.	Plywood	16211	2.79

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	4	21	25
International	0	16	16

In addition, the Company has 1 Corporate Office, 10 Regional Distribution Centers, 7 Warehouses and 2 Experience Centers in India.

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

##### a. Number of locations

Location	Number
National (No. of States & UTs)	28 states and 8 union territories
International (No. of Countries)	100+ countries

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

38.67%

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

Greenlam is committed to deliver best-in-class products and services to its customers. Our customers include trade partners (super stockist, distributor, wholesaler, dealer/retailer), OEM, project and institutional customers, architects and designers, and fabricators. We have been successful in building trust among our customers through wide range of quality products.

### IV. Employees

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

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

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	1884	1745	92.62	139	7.38
2.	Other than Permanent (E)	127	124	97.64	3	2.36
3.	<b>Total employees (D + E)</b>	2011	1869	92.94	142	7.06
<b>WORKERS</b>						
4.	Permanent (F)	739	739	100.00	0	0.00
5.	Other than Permanent (G)	3622	3418	94.37	204	5.63
6.	<b>Total workers (F + G)</b>	4361	4157	95.32	204	4.68

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

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

#### 21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	2	25%
Key Management Personnel (other than Directors)	2	0	NIL

#### 22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2023-2024			FY 2022-2023			FY 2021-2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	23.0%	30.5%	23.6%	16.5%	32.5%	17.6%	16.3%	35.8%	17.5%
Permanent Workers	2.6%	0.0%	2.6%	2.6%	0.0%	2.6%	2.1%	0.0%	2.1%

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

#### 23. (a) 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	Greenlam Asia Pacific Pte. Ltd.	Subsidiary	100	No
2	Greenlam America Inc.	Subsidiary	100	No
3	Greenlam Europe (UK) Ltd.	Subsidiary	100	No
4	Greenlam Asia Pacific (Thailand) Co. Ltd.	Subsidiary	97.5	No
5	Greenlam Holding Co. Ltd.	Subsidiary	99	No
6	Pt Greenlam Asia Pacific	Subsidiary	99	No
7	Greenlam Decolan SA	Subsidiary	100	No
8	Greenlam Limited (Formerly Greenlam South Limited)	Subsidiary	100	No
9	Pt Greenlam Indo Pacific	Subsidiary	67	No
10	Greenlam Rus LLC	Subsidiary	100	No
11	Greenlam Poland Sp. z.o.o.	Subsidiary	100	No

^Includes controlling interest

### VI. CSR Details

#### 24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No):

Yes

a. Turnover (in ₹): 2123.50 crores

b. Net worth (in ₹): 903.85 crores

### VII. Transparency and Disclosures Compliances

#### 25. 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 2023-24			FY 2022-23		
		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	The Company does not have a structured mechanism to receive and redress grievances of communities	Nil	NA	Nil	Nil	NA	Nil
Investors (other than shareholders)	Yes ( <a href="https://www.greenlamindustries.com/investor/contact-details.html">https://www.greenlamindustries.com/investor/contact-details.html</a> )	Nil	NA	Nil	Nil	NA	Nil

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 2023-24			FY 2022-23		
		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
Shareholders	Yes ( <a href="https://www.greenlamindustries.com/investor/contact-details.html">https://www.greenlamindustries.com/investor/contact-details.html</a> )	Nil	NA	Nil	Nil	NA	Nil
Employees and workers	Yes ( <a href="https://www.greenlamindustries.com/pdf-file/vigil-mechanism-policy.pdf">https://www.greenlamindustries.com/pdf-file/vigil-mechanism-policy.pdf</a> )	Nil	NA	Nil	Nil	NA	Nil
Customers*	Yes ( <a href="https://csrp.greenlam.com/login">https://csrp.greenlam.com/login</a> )	1156	146	Nil	538	14	Nil
Value Chain Partners#	Yes	Nil	NA	Nil	Nil	NA	Nil

\*The link provided on the Company's website enables our customers to lodge their complaints / grievances related to our products

#For value chain partners to report grievances, Company has outlined detailed escalation matrix in its COBEC document. However, COBEC is an internal document and is not available for public view.

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

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

Sr. No.	Material issue identified	Indicate whether risk or opportunity (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	Environmental Compliance	Risk	Non-compliance with the applicable environmental law/ regulations/ guidelines in India may lead to fines / penalties / reputational damages	Regular tracking and compliance with all applicable environmental laws	Negative
2	Effluent & Waste Management	Risk	Improper handling of waste generated from business activities can damage nearby environment, affect health of people and communities, impact company's reputation and may even lead to closure of operations.	Specific procedures in place for generation, storage and disposal of hazardous waste, Biomedical waste, E-waste, Battery, Solid Waste and Plastic waste.	Negative

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)
3	Sustainable Sourcing of Raw Material	Risk	Risk arising due to sourcing of raw material from illegal sources	Periodic due diligence is conducted for suppliers supplying raw material used in manufacturing of high-pressure laminates.	Negative
4	Water Management	Risk	Disruption of business operations due to water shortage or scarcity	Water recycling initiatives implemented to reduce the dependency on external water sources	Negative
5	Energy Management	Risk	Increase in price of diesel, coal and electricity.  Emerging regulations for adoption of clean technology and renewable energy	Use of Biomass/ biofuel as a fuel in operations  Greater adoption of renewable energy. Use of energy efficient equipment	Negative
6	GHG and Carbon Emissions	Risk	Emerging regulations for disclosure of GHG emissions	GHG Emission accounting development in process	Negative
7	Health & Safety of Products	Opportunity	Engaging with customers and proactive disclosure of information about product safety	Obtained certifications from Greenguard Gold and Greenlabel, NSF	Positive
8	Occupational Health & Safety	Risk	Risk of adverse impact on employee health and wellbeing.	ISO 45001 implemented across plants	Negative

## 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.

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	https://www.greenlamindustries.com/investor/company-policy.html Refer to Table 1								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/ standards adopted by your entity and mapped to each principle	Refer to table 2								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Company has undertaken materiality assessment exercise in FY 2021-22 and is in a process of setting specific commitments and targets against the identified material issues.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met	Company has undertaken materiality assessment exercise in FY 2021-22 and is in a process of setting specific commitments and targets against the identified material issues. Principle wise performance is disclosed in subsequent section.								
<b>Governance, leadership and oversight</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	At Greenlam, environment-social-governance (ESG) is particularly critical as the end product needs to be built with natural resource and any deviation from the mean or perceived irresponsibility can affect respect and market position. The environment component at our company ensures that our business consumes environmentally responsible resources, consumes only as much as is moderately needed, recycles water, responsible waste management, consumes moderate fossil fuels and builds resistance to climate change. The social component addresses the need to invest in employees, vendors, customers and community engagement, a framework of relationships that protects the company from unexpected supply or demand or production shocks. At Greenlam, ESG provides a platform for doing the right things the right way at the right time, the basis of its long-term sustainability.								
<b>Disclosure Questions</b>									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Ashok Kumar Sharma, Chief Financial Officer of the Company shall act as Business Responsibility Head (BR Head) and shall be responsible for implementing the Business Responsibility initiatives. Mr. Saurabh Mittal, Managing Director & CEO of the Company shall be responsible for overseeing the implementation of this Policy								
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, Mr. Saurabh Mittal, Managing Director & CEO of the Company is responsible for decision making on sustainability related issues								
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	Y	Y	Y	Y	Y	Y	Y	Y	Y	Quarterly								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	Quarterly								
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.										P1	P2	P3	P4	P5	P6	P7	P8	P9
										No								
12. If answer to question (1) above is "No" i.e., not all Principles are covered by a policy, reasons to be stated: Not Applicable																		

\* The COBEC document which aligns with the requirements of several Principles has been approved by our Executive Directors.

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)									

**Table 1- Annexure to 1a- Policies Aligned to NGRBC Principles**

Principles	Greenlam Industries Limited Policy(ies)
P1	<ul style="list-style-type: none"> <li>Code of Business Ethics and Conduct (COBEC)</li> <li>Business Responsibility Policy</li> </ul>
P2	<ul style="list-style-type: none"> <li>Code of Business Ethics and Conduct, Quality (COBEC)</li> <li>Quality, Environment, Health &amp; Safety Policy</li> <li>Business Responsibility Policy</li> </ul>
P3	<ul style="list-style-type: none"> <li>Quality, Environment, Health &amp; Safety Policy</li> <li>Business Responsibility Policy</li> </ul>
P4	<ul style="list-style-type: none"> <li>Corporate Social Responsibility Policy</li> </ul>
P5	<ul style="list-style-type: none"> <li>Code of Business Ethics and Conduct (COBEC)</li> <li>Business Responsibility Policy</li> <li>Human Rights Policy</li> </ul>
P6	<ul style="list-style-type: none"> <li>Quality, Environment, Health &amp; Safety Policy</li> <li>Business Responsibility Policy</li> </ul>
P7	<ul style="list-style-type: none"> <li>Business Responsibility Policy</li> </ul>
P8	<ul style="list-style-type: none"> <li>Business Responsibility Policy</li> </ul>
P9	<ul style="list-style-type: none"> <li>Business Responsibility Policy</li> </ul>

**Table 2- Annexure to 4- National and International Standards**

Principles	Name of the national and international codes/certifications/labels/ standards
P2	<ul style="list-style-type: none"> <li>■ ISO 14001 Environment Management System</li> <li>■ ISO 45001 Occupational Health and Safety Management System</li> <li>■ ISO 50001 Energy Management System</li> <li>■ FSC, PEFC, Greenguard, NSF, SEFA certification</li> </ul>
P3	<ul style="list-style-type: none"> <li>■ ISO 14001 Environmental Management System</li> <li>■ ISO 50001 Energy Management System</li> <li>■ FSC, PEFC, GRIHA, GreenPro</li> <li>■ UN Guiding principle on business and human rights, International Labor Organization Core Conventions</li> </ul>
P4	<ul style="list-style-type: none"> <li>■ Materiality assessment and Stakeholder Engagement in line with GRI Standards</li> </ul>
P5	<ul style="list-style-type: none"> <li>■ UN Guiding principle on business and human rights, International Labor Organization Core Conventions</li> </ul>
P6	<ul style="list-style-type: none"> <li>■ ISO 14001 Environment Management System</li> <li>■ ISO 50001 Energy Management System</li> <li>■ FSC, PEFC, Greenguard, NSF, SEFA certification</li> </ul>
P9	<ul style="list-style-type: none"> <li>■ ISO 9001 Quality Management System</li> <li>■ ISO14001 Environment Management System</li> <li>■ ISO 50001 Energy Management System</li> </ul>

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

### 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	Topic / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	NIL	-	-
Key Managerial Personnel	NIL	-	-
Employees other than BoD & KMPs	43	Awareness Sessions on Greenlam Code of Business Ethics and Conduct(COBEC), Awareness Session on POSH, Human Rights	70%
Workers	30	Awareness Sessions on Greenlam Code of Business Ethics and Conduct(COBEC), Awareness Session on POSH, Human Rights	39%

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

Monetary					
Category	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR '000)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine			NIL		
Settlement			Nil		
Compounding Fees			Nil		

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

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

Case Details	Name of regulatory/enforcement agencies/judicial institutions
	Not applicable

#### 4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes. Greenlam Industries Limited has defined guidelines on anti-corruption and anti-bribery as part of Code of Business Ethics and Conduct (COBEC). The COBEC covers all employees whether directly or indirectly employed with the company as well as its subsidiaries and affiliate companies. It also extends to contractual and part time employees, interns and apprentices. Further, employees who are directly dealing with third parties, vendors, suppliers and distributors on behalf of the Company, have the obligation to provide relevant information to these third parties to ensure that they comply with the applicable policies and sections of the COBEC. However, COBEC is an internal document and is not available for public view.

Anti-Corruption & Bribery Clause is also provided under Code of Conduct of Business Partners which can be accessed through the below link.

[https://www.greenlamindustries.com/pdf-file/GRLM\\_Code-of-Conduct-for-Suppliers-06-04-2023.pdf](https://www.greenlamindustries.com/pdf-file/GRLM_Code-of-Conduct-for-Suppliers-06-04-2023.pdf)

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

	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	N.A	Nil	N.A
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	N.A	Nil	N.A

**7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.**

Nil

**8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:**

	FY 2023-24	FY 2022-23
Number of days of accounts payables	48	49

**9. Open-ness of business**

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NIL	NIL
	b. Number of trading houses where purchases are made from	NIL	NIL
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NIL	NIL
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	85.63%	84.58%
	b. Number of dealers / distributors to whom sales are made	2062	1369
	c. Sales to top 10 dealers/distributors as % of total sales to dealers /distributors	28.75%	32.31%
Share of RPTs in	a. Purchases (Purchases with related parties /Total Purchases)	3.67%	1.03%
	b. Sales (Sales to related parties / Total Sales)	26.88%	29.90%
	a. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NIL	NIL
	d. Investments (Investments in related parties / Total Investments made)	74.38%	55.52%

### Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
Nil	Nil	Nil

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

Yes, Greenlam Industries Limited has stringent procedures to avoid any conflict of interest involving members of the Board. Company's Code of Conduct for Board Member covers Conflict of interest for Board of Directors as well. In addition, the company has policy on related party transaction and dealing with related party transactions. Company policies are available here <https://www.greenlamindustries.com/investor/company-policy.html>

## 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.**

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R & D	100%	100%	CAPEX and Developmental expenses to enhance EHS performance were made on <ul style="list-style-type: none"> <li>New Fire alarm system in Behror plant, main laminate section</li> <li>Electrostatic Precipitator for reduction of Particulate Matter emission in Behror Plant</li> <li>Increased one more ETP/STP in Behror unit for increasing water treatment capacity</li> <li>Rainwater harvesting pits added which increases the capacity by about 50% in Behror and Nalagarh Plant.</li> </ul> Apart from this, upgradation of the existing fire alarm systems have been carried out at Behror Plant.
Capex	12.5%	43.4%	

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

Yes.

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

Nearly 92% of core Veneer inputs for Plywood production are sourced through Agro forestry. 13.4% Paper raw material consumed and 40.1% Particle Boards consumed are sustainably sourced from FSC Certified suppliers.

**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.**

The company does not have a formal mechanism to safely reclaim its products as laminates have a long shelf life of 20 years or more. Decorative Veneers, Engineered Wooden Flooring, Engineered Doors and Prelaminated Particle Board can be recycled, if needed. In addition, the company also provides its customers a Safety Data Sheet alongwith the final product which contains instructions for disposing of laminates as per applicable regulations in the respective geographies / location. Some of the safe disposal techniques of laminates includes landfill, incineration or co-processing in cement manufacturing. Safety Data Sheet is also available on company website at the link below

<chrome-extension://efaidnbmninnbpcjpcglclefindmkaj/https://www.greenlam.co.in/media/pdf/Safety%20Data%20Sheet%20E%20%80%93%20Laminates%20and%20Compacts.pdf>

**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 Extended Producers Responsibility (EPR) is applicable to our company under the Plastic Waste Management Rules of 2016. We have taken EPR registration and we are ensuring the processing of their plastic packaging waste as mandated by the aforesaid rules.

### Leadership Indicators

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

No, LCA has been undertaken as a part of Environment Product Declaration (EPD) Assessment.

<chrome-extension://efaidnbmninnbpcjpcglclefindmkaj/https://www.greenlam.co.in/media/pdf/EPDHPL.pdf>

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

Please refer answer no. 1 above.

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
Kraft Paper for High Pressure Laminate Production	48.1%	29.0%

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

Material	FY 2023-2024			FY 2022-23		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	0	0	554.3	0	0	539
E-waste	0	0	2.7	0	0	1.68
Hazardous waste	5.0	0	14.9	4.5	0	16.5
Paper Waste	0	0	2815.8	0	0	3284.0
Wood Waste	0	0	4424.5	0	0	1506.1
Iron Waste	0	0	225.0	0	0	196.7
Sanding Dust	0	0	7957.2	0	0	10698.7
HPL Cutting	0	0	1434.9	0	0	2662.1

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	None

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

#### Essential Indicators

1. a. Details of measures for the well-being of employees

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B / A)	No. C	% (C / A)	No. (D)	% (D / A)	No.(E)	% (E / A)	No. (F)	% (F / A)
<b>Permanent employees</b>											
Male	1745	1745	100	1745	100	N.A	N.A	1745	100	NIL	N.A
Female	139	139	100	139	100	139	100	N.A	N.A	NIL	N.A
<b>Total</b>	<b>1884</b>	<b>1884</b>	<b>100</b>	<b>1884</b>	<b>100</b>	<b>139</b>	<b>100</b>	<b>1745</b>	<b>100</b>	<b>NIL</b>	<b>N.A</b>
<b>Other than Permanent employees</b>											
Male	124	124	100	NIL	N.A	N.A	N.A	124	100	NIL	N.A
Female	3	3	100	NIL	N.A	3	100	N.A	N.A	NIL	N.A
<b>Total</b>	<b>127</b>	<b>127</b>	<b>100</b>	<b>NIL</b>	<b>N.A</b>	<b>3</b>	<b>100</b>	<b>124</b>	<b>100</b>	<b>NIL</b>	<b>N.A</b>

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B / A)	No. C	% (C / A)	No. (D)	% (D / A)	No.(E)	% (E / A)	No. (F)	% (F / A)
<b>Permanent Workers</b>											
Male	739	739	100	739	100	N.A	N.A	739	100	NIL	N.A
Female	0	0	N.A	0	N.A	0	N.A	N.A	N.A	NIL	N.A
<b>Total</b>	<b>739</b>	<b>739</b>	<b>100</b>	<b>739</b>	<b>100</b>	<b>0</b>	<b>N.A</b>	<b>739</b>	<b>100</b>	<b>NIL</b>	<b>N.A</b>
<b>Other than Permanent Workers</b>											
Male	3418	3418	100	NIL	N.A	N.A	N.A	3418	100	NIL	N.A
Female	204	204	100	NIL	N.A	204	100	N.A	N.A	NIL	N.A
<b>Total</b>	<b>3622</b>	<b>3622</b>	<b>100</b>	<b>NIL</b>	<b>N.A</b>	<b>204</b>	<b>100</b>	<b>3418</b>	<b>100</b>	<b>NIL</b>	<b>N.A</b>

- c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY 2023-24	FY 2022-23
Cost incurred on well- being measures as a % of total revenue of the company	0.07%	0.06%

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

Benefits	FY 2023-2024			FY 2022-23		
	No. of employees covered as a % of total employee	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%	Y	100%	100%	Y
Gratuity	100%	Nil	NA	100%	Nil	NA
ESI	30%	98%	Y	80%	100%	Y

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, equal opportunity is covered under COBEC document. However, COBEC is an internal document of the Company.

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

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

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, Grievance Redressal is part of company's COBEC which is applicable to employees, suppliers, business partners, etc. The COBEC details out procedures for reporting a concern, escalation matrix, procedures for protection against retaliation, procedures of handling frivolous complaints and disciplinary action.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	



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

Nil. None of our employees are members to any recognized association or trade unions.

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

Category	FY 2023-24 <sup>^</sup>					FY 2022-23 <sup>^</sup>				
	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 / A)	No. (F)	% (F / A)
<b>Permanent Employees</b>										
Male	1745	495	28.4%	1384	79.4%	1335	238	17.8%	1097	82%
Female	139	2	1.4%	121	87.1%	96	0	--	96	100%
<b>Total</b>	<b>1884</b>	<b>497</b>	<b>26.4%</b>	<b>1505</b>	<b>79.9%</b>	<b>1431</b>	<b>238</b>	<b>16.6%</b>	<b>1193</b>	<b>83%</b>
<b>Permanent Workers</b>										
Male	739	347	47.0%	595	80.5%	643	345	53.6%	298	46.3%
Female	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
<b>Total</b>	<b>739</b>	<b>347</b>	<b>47.0%</b>	<b>595</b>	<b>80.5%</b>	<b>643</b>	<b>345</b>	<b>53.6%</b>	<b>298</b>	<b>46.3%</b>
<b>Other than Permanent Workers</b>										
Male	3542	2164	61.1%	1775	50.1%	1440	1071	74%	369	26%
Female	207	75	36.2%	25	12.1%	9	5	55%	4	45%
<b>Total</b>	<b>3749</b>	<b>2239</b>	<b>59.7%</b>	<b>1800</b>	<b>48.0%</b>	<b>1449</b>	<b>1076</b>	<b>74%</b>	<b>373</b>	<b>26%</b>

<sup>^</sup>This does not cover "Other than Permanent Employees" data

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Permanent Employees</b>						
Male	1745	1745	100	1415	1415	100
Female	139	139	100	110	110	100
<b>Total</b>	<b>1884</b>	<b>1884</b>	<b>100</b>	<b>1525</b>	<b>1525</b>	<b>100</b>
<b>Permanent Workers</b>						
Male	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil
<b>Total</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>	<b>Nil</b>

The above data is with respect to permanent employees and permanent workers

## 10. Health and safety management system:

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

Yes, Our Occupational Health and Safety Management System is based on ISO 45001:2018 and it covers manufacturing plants at Behror, Rajasthan, Nalagarh, Himachal Pradesh and Prantij, Gujarat.

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

Hazard Identification and Risk Assessment and Incident Management System are in place to identify work-related hazards and assess risks on 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)

Yes

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

Yes

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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.66	0
	Workers	0.12	0
Total recordable work-related injuries	Employees	1	0
	Workers	1	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

Following measures are undertaken by the company during the reporting year

- Hazard Identification and Risk Assessment of all processes and machinery
- Machine Guarding, Sensors, Workplace Safety Trainings, Personal Protective Equipment Provision
- Provision of reporting of Unsafe Conditions and Unsafe Acts
- Safety Committee Meetings
- Permit to Work system
- Health Check-up
- First Aid, Fire Fighting System, OHC and Ambulance Provision
- Safety mock drills and emergency evacuation trainings

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

Category	FY 2023-24			FY 2022-23		
	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	0	0	N.A	0	0	N.A
Health & Safety	0	0	N.A	0	0	N.A

## 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%

\*The plants at Behror, Nalagarh and Prantij are periodically assessed in accordance with ISO 14001 and 45001. No major observations/ non-compliances reported in the respective audits.

## 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.

Though no major observations have been highlighted during ISO audits, however on proactive basis following measures were implemented during the reporting year

- Machine Guarding strengthening at Impregnators-Dryers
- Trolley design improvement
- Rearrangement of Operating control location in Press Assembly Area

## 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 provides Future Service Gratuity (FSG) insurance to all employees in event of death.

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

Periodic inspections are performed at the value chain partners to ensure that statutory dues are deducted and deposited as per due dates. For the contractors, plant HR teams conducts regular audits to ensure that all contractual employees are paid their statutory dues as per statutory timelines.

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

Particulars	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	NIL	NIL	NIL	NIL
Workers	NIL	NIL	NIL	NIL

**4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)**

No

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

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Nil
Working Conditions	Nil

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

Nil

**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.**

Greenlam has undertaken detailed stakeholder engagement through an external agency in FY 2021-22. A detailed stakeholder identification process followed by stakeholder interactions was conducted. This process has helped Greenlam to identify stakeholder that:

- Are directly or indirectly dependent on Greenlam's products or services and associated performance
- Can influence or have impact on Greenlam'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
Customer	No	Emails, SMS, Pamphlets, Advertisement, Website, Meetings	Regularly	Offers, product promotion, customer service, queries & feedback

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
Regulators	No	Email, Website	Regularly	Regulatory Compliances
Employees	No	Email, Notice Board, Website	Regularly	Trainings, Learning & Development, Career Development and Performance Review, Health and Safety, Employee Recognition
Suppliers	No	Email, SMS	Regularly	Procurement
Investors	No	Email, SMS, Meetings, Website	Regularly	Business and Financial Updates

**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 2023-24			FY 2022-23		
	Total (A)	No. of employee/ workers covered (B)	% (B / A)	Total (C)	No of employees/ workers covered (D)	% (D / C)
<b>Employee</b>						
Permanent	1884	1374	72.9%	1415	95	6.7%
Other than permanent	127	0	0%	0	0	0%
Total Employees	2011	1374	68.3%	1415	95	6.7%
<b>Workers</b>						
Permanent	739	420	56.9%	724	220	30.4%
Other than permanent	3622	1278	35.3%	3104	300	9.7%
Total Workers	4361	1698	38.9%	3828	520	13.6%

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
<b>Permanent</b>										
Male	1745	NIL	-	1745	100	1415	NIL	-	1415	100
Female	139	NIL	-	139	100	110	NIL	-	110	100
<b>Other than Permanent</b>										
Male	124	NIL	-	124	100	63	NIL	-	63	100
Female	3	NIL	-	3	100	0	NIL	-	0	NIL

Category	FY 2023-24					FY 2022-23				
	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>Workers</b>										
<b>Permanent</b>										
Male	739	NIL	-	-	100	724	NIL	-	724	100
Female	0	NIL	-	0	NIL	0	NIL	-	0	NIL
<b>Other than Permanent</b>										
Male	3418	NIL	-	3418	100	3104	NIL	-	3104	100
Female	204	NIL	-	204	100	159	NIL	-	159	100

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

#### a. Median remuneration / wages:

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category ₹ in Lakhs	Number	Median remuneration/ salary/ wages of respective category ₹ in Lakhs
Board of Directors (BoD)	6	25.65	2	275.7
Key Managerial Personnel	2	115.17	0	0
Employees other than BoD and KMP	1745	6.71	137	7.60
Workers	739	2.27	0	0

The above table shows data with respect to permanent employee and workers only

#### b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	7.22%	6.34%

The above table shows data with respect to permanent employee and workers only

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

Yes

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

The company has vigil mechanism policy and anti-sexual harassment policy. In addition, the company's COBEC defines criteria for grievance redressal against violation of COBEC norms and is applicable to all employees and other value chain partners.

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

Complaints	FY 2023-24			FY 2022-23		
	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	NA		Nil	NA	
Discrimination at workplace	Nil	NA		Nil	NA	
Child Labour	Nil	NA		Nil	NA	
Forced Labour/ Involuntary Labour	Nil	NA		Nil	NA	
Wages	Nil	NA		Nil	NA	
Other Human Rights related issues	Nil	NA		Nil	NA	

### 7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	NIL	NIL
Complaints on POSH as a % of female employees / workers	NIL	NIL
Complaints on POSH upheld	NIL	NIL

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

Our COBEC outlines strict policy towards non-retaliation for the people who report a concern. Anyone who is found to be involved in retaliation or in targeting a person for reporting a misconduct or violation is subjected to strict disciplinary actions. All complaints of retaliation are reported to the Ethics Committee

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

Yes

### 10. Assessments for the year:

Complaints	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	Our Nalagarh, Himachal Pradesh plant is covered under annual SEDEX audit which covers all these aspects. The plants at Behror, Nalagarh and Prantij are certified with FSC COC certificate. Assessment of human rights is done as Core Labour Requirements as a part of the FSC COC audits conducted by DNV.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	

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

None.

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

### Essential Indicators

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

Parameter	FY 2023-24	FY 2022-23
<b>From renewable sources</b>		
Total electricity consumption (A)	2.8 TJ	3.1 TJ
Total fuel consumption (B)	679.8 TJ	357.6 TJ
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>682.6 TJ</b>	<b>360.6 TJ</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	138.9 TJ	108.9 TJ
Total fuel consumption (E)	623.3 TJ	642.0 TJ
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>762.2 TJ</b>	<b>750.9 TJ</b>
<b>Total energy consumed (A+B+C+ D+E+F)</b>	<b>1444.8 TJ</b>	<b>1111.6 TJ</b>
<b>From non-renewable sources</b>		
Energy intensity per rupee of turnover (Total energy consumption / Revenue from operations)	36 kJ/Rupee	40 kJ/Rupee

Parameter	FY 2023-24	FY 2022-23
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP*)</b> (Total energy consumed / Revenue from operations adjusted for PPP)	821 kJ/USD	924 kJ/USD
<b>Energy intensity in terms of physical output</b>	38 MJ/ Sheet (HPL) 7 MJ/Sq.m. (Plywood)	43 MJ/Shee (HPL)
<b>Energy intensity (optional)</b> – the relevant metric may be selected by the entity		

\* For the purpose of calculation of revenue adjusted Purchasing power parity (PPP), conversion factor @22.88 Rs./USD as per World Bank website has been considered.

**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.**

No

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, in the following format:**

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	0	0
(ii) Groundwater	184231	185734
(iii) Third party water	4679	300
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	188910	186034
<b>Total volume of water consumption (in kiloliters)</b>	<b>188910</b>	<b>186034</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations)	0.009 L/Rupee	0.010 L/Rupee
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP*)</b> (Total water consumption / Revenue from operations adjusted for PPP)	0.20 L/USD	0.23 L/USD
<b>Water intensity in terms of physical output</b>	8.5 L/Sheet (HPL) 1.3 L/Sq.m. (Plywood)	10.7 L/Sheet (HPL)
<b>Water intensity (optional)</b> – the relevant metric may be selected by the entity		

\* For the purpose of calculation of revenue adjusted Purchasing power parity (PPP), conversion factor @22.88 Rs./USD as per World Bank website has been considered.

**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.**

No

4. **Provide the following details related to water discharged:**

Parameter	FY 2023-24	FY 2022-23
<b>Water discharge by destination and level of treatment (in kilolitres) –</b>		
(i) To Surface water	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater	Nil	Nil

Parameter	FY 2023-24	FY 2022-23
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(v) Others	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>	Nil	Nil

**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.**

No

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

Yes. All Greenlam facilities are equipped with Sewage Treatment Plant (STP) and Effluent Treatment Plant (ETP), wherever required. The treated wastewater is utilized primarily for gardening purposes. In addition to that, Reaction kettle distillates and wash waters are evaporated. The ETP sludge generated goes to authorized hazardous waste vendor for further disposal to landfill.

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	MT	22.7	6.7
SOx	MT	27.6	10.6
Particulate matter (PM)s	MT	125.8	113.2
Persistent organic pollutants (POP)	MT	NA	NA
Volatile organic compounds (VOC)	MT	NA	NA
Hazardous air pollutants (HAP)	MT	NA	NA
Others - Carbon Mono Oxide (CO)	MT	8.4	1.6
Others - hydrocarbons	MT	0.1	5.4

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

Yes, by Universal Analytical Labs

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

The organization will undertake GHG inventorization exercise for Scope 1 and Scope 2 categories in upcoming years.

**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.**

Not applicable

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

The Company is running its boilers at Behror and Tindivanam units on biofuels. This has resulted in substantial reduction of GHG emissions.

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

Parameter	FY 2023-24	FY 2022-23
<b>Total Waste generated (in metric tonnes)</b>	554.3	539
Plastic waste (A)	2.68	1.68
E-waste (B)	0.0027	0.002
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0.40	0.79

Parameter	FY 2023-24	FY 2022-23
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any (G)	14.46	16.49
Other Non-hazardous waste generated (H). Please specify, if any (Break-up by composition i.e. by materials relevant to the sector)*	<b>16873.0</b>	<b>18347.6</b>
<b>Total (A+B + C + D + E + F + G+ H)</b>	<b>17444.9</b>	<b>18905.6</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)	0.82 g/Rupee	1.04 g/Rupee
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP*)</b> (Total waste generated / Revenue from operations adjusted for PPP)	18.80 g/USD	23.90 g/USD
<b>Waste intensity in terms of physical output</b>	678.7 g/Sheet (HPL) 1696.2 g/Sq.m. (Plywood)	1111.5 g/Sheet (HPL)
<b>Waste intensity</b> (optional) – the relevant metric may be selected by the entity		
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
Category of waste		
(i) Recycled		
(ii) Re-used (used oil)	5.0	4.5
(iii) Other recovery operations		
<b>Total</b>	<b>5.0</b>	<b>4.5</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
Category of waste		
(i) Incineration	0.003	0.002
(ii) Landfilling	11.86	14.12
(iii) Other disposal operations	17433.08	18891.48
<b>Total</b>	<b>17444.9</b>	<b>18905.6</b>

# note shift this note at the end of the table and merge this table with next table, remove heading Parameter- FY 2023-24- FY 2022-23

\* For the purpose of calculation of revenue adjusted Purchasing power parity (PPP), conversion factor @22.88 Rs./USD as per World Bank website has been considered.

**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.**

No

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

As part of Integrated Management System, waste management procedures are adopted for handling and disposal of hazardous and other waste, biomedical waste, e-waste, battery waste, solid waste and plastic waste with clear roles, responsibilities and accountabilities defined. The company has identified various categories of waste generated in different processes and laid down procedures of handling of waste as part of waste management system. Waste monitoring and management objectives are reviewed on yearly basis. Future actions are planned based on the previous practices and the findings.

**11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests,**

coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Sr. No.	Location of operations/offices	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.
Not applicable as none of company's operations are in/around ecological sensitive areas.			

**12. 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 Web link
Environmental clearance for proposed capacity expansion of Phenol Formaldehyde Resin and Melamine Formaldehyde Resin (Proposal No.-53767)	F1 (4)/ SEIAA/ SEAC-Raj/ Sectt/Project/ Cat. 5(f)B2 (17017)/2019-20	9/11/2021	Yes	Yes	Please refer below for the weblink

**13. 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:**

Sr. No.	Specify the law/ regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines/ penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
Yes, the company is compliant with all applicable environmental law/ regulations/ guidelines of India as of March 31, 2024				

### Leadership Indicators

**1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):**

For each facility / plant located in areas of water stress, provide the following information:

- Name of the area:** Behror (Rajasthan), Prantij (Gujarat)
- Nature of operations:** Manufacturing of Laminates, Decorative Veneers, Engineered Wooden Flooring, Engineered Doors & Frames and Prelaminated Particle Boards
- Water withdrawal, consumption and discharge in the following format:**

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres) -</b>		
(i) Surface water		-
(ii) Groundwater	184231	101770
(iii) Third party water	4679	300
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)</b>	<b>188910</b>	<b>101770</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>188910</b>	<b>101770</b>
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover) (Litre/Re)	<b>0.009</b>	<b>0.005</b>
<b>Water discharge by destination and level of treatment (in kilolitres) -</b>		
(i) To Surface water	Nil	Nil
- No treatment		

Parameter	FY 2023-24	FY 2022-23
- With treatment – please specify level of treatment		
(ii) To Groundwater	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
(v) Others	Nil	Nil
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>	<b>Nil</b>	<b>Nil</b>

**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.

No

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

Not Available. Currently Greenlam has not conducted Scope 3 GHG emission study.

**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.

Not applicable

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

Not Applicable

**4. 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:**

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Recycling of used Hydraulic Oil	In house used hydraulic oil after filtering	5.0 MT of oil is reused and saved from fresh purchases

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

At Greenlam, we understand the importance of maintaining operations in the face of unforeseen disruptions. Our comprehensive Business Continuity Plan (BCP) is designed to ensure the resilience and sustainability of our business processes, safeguarding the interests of our stakeholders, employees, and customers.

Our latest BCP encompasses key **Corporate Functions** viz. Information Technology, Sales & Commercial, Purchase, Production and Logistics along with Support Functions; Human Resource & Admin and application – SAP. In 1<sup>st</sup> phase we covered our 2 plants.

Key Objectives of Our BCP:

- Risk Identification, Assessment and Management
- Preparedness, Training and Prevention
- Response and Recovery
- Communication and Coordination
- Continuous Improvement

Our commitment to business continuity is an ongoing process. We continually review and refine our BCP to adapt to the evolving risk landscape and incorporate best practices around BCP. In the future, we will keep updating our BCP program. This proactive approach enables us to maintain operational resilience and uphold our promise of reliability to our customers and stakeholders. In the current years, we aim to enhance cross-functional collaboration to foster a unified response to disruptions and invest in innovative technologies to further fortify our business continuity framework. At Greenlam, resilience is not just a strategy-it is an integral part of our corporate ethos. We remain dedicated to ensuring that our operations are uninterrupted, and our stakeholders' interests are protected, no matter the challenges.

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

Company has not undertaken any formal study to measure the negative environmental impact from its value chain.

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

None

**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.**

Greenlam Industries Limited has affiliations with 3 industry chambers/associations.

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

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Indian Laminate Manufacturers Association	National
2	The Plastics Export Promotion Council	National
3	The Federation of Indian Export Organizations	National

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

Name of authority	Brief of the case	Corrective action taken
Nil		

**Leadership Indicators**

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

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of review by Board (Annually/ Half yearly/ Quarterly /Others – please specify)	Web Link, if available
1	PLI Scheme for High Pressure Laminates	Greenlam has made a representation to the Government of India through Indian Laminate Manufacturers Association for extending PLI scheme to the laminate industry and the same is being pursued with appropriate authority.	No	As and when required	NA

## PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

### Essential Indicators

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

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

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

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

Currently, the company does not have a structured mechanism to receive and redress grievances of the community. However, Company plans to develop and implement mechanism for community grievance redressal.

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

Parameter	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	14.08%	8.70%
Directly from within India	54.5%	51.2%

#### 5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2023-24	FY 2022-23
Rural	26.19%	18.06%
Semi-urban	19.76%	25.24%
Urban	3.69%	3.50%
Metropolitan	50.36%	50.20%

Note: The above data is excluding Board members and Foreign employee

### Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not applicable	

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

Not Applicable as Greenlam undertakes its CSR activities predominantly within the proximity of its manufacturing facilities.

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

No

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

Not applicable

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

Not applicable

#### 4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Sr. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Not applicable				

#### 5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of authority	Brief of the case	Corrective action taken
Not applicable		

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

Sr. No.	CSR Project	BNo. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups *
1.	Learning Links Foundation at Behror, Rajasthan and Nalagarh, Himachal Pradesh	Primary Direct Beneficiaries (students, teachers) - 148	
	<ul style="list-style-type: none"> <li>Improving learning outcomes in Primary Education in 1 school each in Behror and Nalagarh</li> </ul>	Indirect Beneficiaries (parents and community members reached through PTMs and community events) - 256	
2.	Mamta Health Institute for Mother and Child at Behror, Rajasthan and Nalagarh, Himachal Pradesh	Primary and Secondary Direct Beneficiaries (mothers, adolescents, senior citizens, frontline health workers, mothers-in-law, male members, PRI members, school teachers, health departments and district administration) - 4514	
	<ul style="list-style-type: none"> <li>Improving maternal and child healthcare through awareness sessions and community activities in 34 villages in Behror, 9 villages in Nalagarh, and 2 villages in Prantij</li> </ul>	Indirect Beneficiaries (through community events) - 3428	
3.	Sehgal Foundation at Behror, Rajasthan	Primary Direct Beneficiaries (Farmers, Village Development Committee members) - 16	
	<ul style="list-style-type: none"> <li>Ensuring integrated village development through working on water and agriculture in a phase-wise approach</li> </ul>	Secondary Beneficiaries (community members) - 2281	
4.	Sir Syed Trust at Nalagarh, Himachal Pradesh	Primary Direct Beneficiaries (Farmers, Village Development Committee members) - 98	
	<ul style="list-style-type: none"> <li>Ensuring integrated village development through working on water, agriculture in a phase-wise approach</li> </ul>	Secondary Beneficiaries (community members) - 500	

\* Currently the company is not tracking impact of its CSR activities on vulnerable and marginalized groups

## 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.

Greenlam has provision of registering complaints / feedback from customers related to its products. The company has created a "Contact Us" tab on its website (<https://www.greenlamindustries.com/contact-us.html>) wherein customers can submit their queries, complaints and/ or suggestions on different product categories. Greenlam tracks and monitors all the customer submissions on regular basis.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Safety Data Sheet for high pressure laminate and allied segment is provided with the products and available on company website. This comprises 90% of the total turnover of the Company
Safe and responsible usage	
Recycling and/or safe disposal	

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

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	NA		Nil	NA	
Advertising	Nil	NA		1	NIL	
Cyber-security	Nil	NA		Nil	NA	
Delivery of essential services	NA	NA		NA	NA	
Restrictive Trade Practices	Nil	NA		Nil	NA	
Unfair Trade Practices	Nil	NA		Nil	NA	
Other	Nil	NA		Nil	NA	

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

	Number	Reasons for recall
Voluntary recalls		Not Applicable
Forced recalls		

#### 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 in place framework on Information Security

#### 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.

With respect to complaints received against the advertisement given, the Company either corrected or withdrew the same wherever necessary.

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

##### a. Number of instances of data breaches

None

#### b. Percentage of data breaches involving personally identifiable information of customers.

None

#### c. Impact, if any, of the data breaches

### Leadership Indicators

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

Details of all our products and services is available on our website: <https://www.greenlamindustries.com/>

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

The company has obtained certification for 'Greenguard' and 'Greenlabel' among other for its products. The certification labels are displayed on the products for consumers to make informed decision. The company products are compliant to all the expected standards of VOCs, formalin, and other allied chemical constituents' emissions, The company also discloses this information in its corporate website. Additionally, customers are also provided with Safety Data Sheet to help them for safe handling and disposal of the products. This document is also available on company website at the link below

<https://www.greenlam.com/india/media/pdf/Safety%20Data%20Sheet%20%E2%80%93%20Laminates%20and%20Compacts.pdf>

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

Our products do not qualify as essential services, however, whenever necessary, information about disruption is shared through e-mail / call / visit in person.

#### 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.

Yes, 'Greenguard' and FSC® logos are displayed on applicable the high pressure laminates. In addition to that, BIS logo is also provided on applicable product categories. We also highlight that some of our products have anti-bacterial and anti-virus properties.

#### 5. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

No.