

# GRM OVERSEAS LIMITED

Date: September 04, 2024

To,



The General Manager, Listing Department, <b>Bombay Stock Exchange Limited</b> , P.J. Towers, Dalal Street, Mumbai - 400 001  <b>Scrip Code: 531449</b>	The Manager, Listing & Compliance Department <b>The National Stock Exchange of India Limited</b> Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra East, Mumbai - 400051  <b>Symbol: GRMOVER</b>
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**Subject: Submission of Business Responsibility & Sustainability Report for the Financial Year 2023-24**

Dear Sir/ Madam,

Pursuant to Regulation 34(2) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for Financial Year 2023-24, which also forms part of the Annual Report for Financial Year 2023-24.

The above information also available on the website of company at [www.grmrice.com](http://www.grmrice.com) .

You are requested to kindly take the same on your record.

Thanking you.

Yours faithfully,  
**For GRM Overseas Limited**

**Sachin Narang**  
**Company Secretary & Compliance Officer**  
**Membership No.: 65535**



**TANOUSH**  
ORGANIC

**Benti**



**Registered Office**  
128, First Floor,  
Shiva Market Pitampura,  
Delhi 110034, India. • +91-11-4733 0330

**Corporate Office**  
8 K.M. Stone, Gohana-Rohtak Road  
Village Naultha, Panipat 132145  
Haryana, India • +91-972964 7000/8000

**Factory**  
• Gohana Road (Panipat), Haryana  
• Naultha (Panipat), Haryana  
• Gandhidham, Gujarat

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

GRM Overseas Limited (“GRM”/ “the Company”) presents its Business Responsibility and Sustainability Report for the financial year ended March 31, 2024. As FMCG Company, we are dedicated to providing high quality products while adhering to Environment, Social and Governance (ESG) and sustainability standards.

In today’s business landscape, the adoption of the Business Responsibility & Sustainability Reporting (BRSR) framework has become imperative for organizations aspiring to elevate their Environmental, Social and Governance (ESG) disclosures. By embracing BRSR, companies set a new standard for transparency and accountability, ensuring standardized reporting on ESG parameters, sustainability-related risks, and opportunities. This strategic move not only drives long-term value creation but also empowers investors with comprehensive ESG data, enabling them to make well-informed decisions.

Recognizing the significance of proactive ESG engagement, your Company has taken diligent measures to address ESG issues. We proactively identify areas for improvement and demonstrate an unwavering commitment to sustainable practices. Adhering to the BRSR framework, we aim to provide stakeholders with clear and reliable information that enables them to comprehend our ESG performance and progress.

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the Company

S. No.	Particulars	Details
1	Corporate Identity Number (CIN) of the Listed Entity	L74899DL1995PLC064007
2	Name of the Listed Entity	GRM OVERSEAS LIMITED
3	Year of Incorporation	03/01/1995
4	Registered Office Address	128, First Floor, Shiva Market, Pitampura, Delhi-110034 IN
5	Corporate Office Address	8 K.M Stone, Village Naultha, Tehsil Israna, Panipat (Haryana)-132145 IN
6	E-mail	investors.relations@grmrice.com
7	Telephone	<b>+91-9729647000/48000</b>
8	Website	www.grmrice.com
9	Financial year for which reporting is being done	01st April 2023 to 31st March, 2024
10	Name of the Stock Exchange(s) where shares are listed	a. BSE Limited b. National Stock Exchange of India Limited (NSE)
11	Paid-up Capital	INR 12,00,00,000
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. Sachin Narang Tel Phone: +919729647000 Email: cs@grmrice.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 basis
14	Name of Assurance Provider	Not Applicable
15	Type of Assurance Obtained	Not Applicable

## II. Products/services

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

S. No.	Description of Main Activity	Description	% of Turnover of the entity
1	Manufacturing	Food, beverages and tobacco 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	Rice	10612	97.92

## 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	3	4	7
International	Nil	2	2

### 19. Markets served by the entity:

#### a. Number of locations

Locations	Number
National (No. of States)	34*
International (No. of Countries)	42

\*The Entity served in 34 states/union territories through its subsidiary company M/s GRM Foodkraft Pvt Ltd.

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

85.67% of the total turnover of the entity.

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

##### In Domestic Market:

Domestic market/sale is covered by the company through its subsidiary company M/s GRM Foodkraft Pvt Ltd. Domestically the Company has a Strong network of Distributors PAN India having 90235 touch point outlets.

##### In International Market:

The Company Set-up its subsidiary in UK & launched basmati brand 'Himalaya River' & 'Tanoush' in Europe & Gulf Countries through big stores like ASDA, Walmart, Carrefour, Besides this GRM also private label sales in the international market.

#### 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)	108	108	100	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	<b>Total employees (D + E)</b>	<b>108</b>	<b>108</b>	<b>100</b>	<b>0</b>	<b>0</b>
<b>WORKERS</b>						
4.	Permanent (F)	78	78	100	0	0
5.	Other than Permanent (G)	317	317	100	0	0
6.	<b>Total workers (F + G)</b>	<b>395</b>	<b>395</b>	<b>100</b>	<b>0</b>	<b>0</b>

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

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	<b>Total differently abled employees (D + E)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	<b>Total differently abled workers (F + G)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

Sr. No.	Particulars	Total (A)	No. and percentage of Females	
			No. (B)	% (B / A)
1.	Board of Directors	8	2	25
2.	Key Management Personnel	3	0	0

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

(Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees</b>	7	0	<b>7</b>	10	0	<b>10</b>	8	0	<b>8</b>
<b>Permanent Workers</b>	10	0	<b>10</b>	9	0	<b>9</b>	10	0	<b>10</b>

**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	GRM International Holdings Ltd	Subsidiary Company	100	No
2	GRM Fine Foods Inc.	Step down Subsidiary Company	100	No
3	GRM Foodkraft Private Limited	Subsidiary Company	91.48	No

**VI. CSR Details**

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: **Yes**  
(ii) Turnover (Rs. in Lakhs.): 1,21,804.47  
(iii) Net worth (Rs. in Lakhs.): 30,334.53

## 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 Current Financial Year		FY 2022-23 Previous Financial Year			
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Number of complaints filed during the year	Number of complaints pending resolution at close of the year		
Communities	Yes <a href="https://www.grmrice.com/investor/">https://www.grmrice.com/investor/</a>	Nil	Nil	Nil	Nil	Not Applicable	Not Applicable
Investors (other than shareholders)	Yes <a href="https://www.grmrice.com/investor/">https://www.grmrice.com/investor/</a>	Nil	Nil	Nil	Nil	Not Applicable	Not Applicable
Shareholders	Yes, Shareholders can directly raise their concern to the company and RTA i.e MAS Services Ltd and the details of whom are available on the website of the company at <a href="https://www.grmrice.com/investor/">https://www.grmrice.com/investor/</a>	Nil	Nil	2	0	Not Applicable	Not Applicable
Employees and workers	Yes* *HR Helpdesk Available	Nil	Nil	Nil	Nil	Not Applicable	Not Applicable
Customers	Yes* <a href="https://www.grmrice.com/contact-us/">https://www.grmrice.com/contact-us/</a>	Nil	Nil	Nil	Nil	Not Applicable	Not Applicable
Value Chain Partners	Yes* <a href="https://www.grmrice.com/contact-us/">https://www.grmrice.com/contact-us/</a>	Nil	Nil	Nil	Nil	Not Applicable	Not Applicable
Other (please specify)	No	Note Applicable	Note Applicable	Note Applicable	Note Applicable	Note Applicable	Note Applicable

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

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

S. N.	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 Risk	Risk	The impact of climate change on agriculture, including paddy can be sufficient. Changes in rainfall patterns, temperatures, and extreme weather events can affect crop yields and quality.	Though the risk is not under control. The Company ensures to maintain production and manufacturing of rice.	<b>Negative</b>
2	Increase in demand on Basmati Rice	Opportunity	Since, the government banned the export of Non-Basmati Rice. So, there is increase in demand of basmati rice.	-	<b>Positive</b>
3	Farmer's engagement	Risk	Rice Production requires a timely & continuous supply of good quality paddy which may be affected due to improper farmer engagement.	The Company through its Research & Development cell along with field staff ensures visits to farmers to support cultivation & guidance to enhance yield.	<b>Negative</b>
4	Nutrition and Food Security	Opportunity	Rice is a staple food for millions. Ensuring its availability and nutritional quality is vital for food security.	The Company has obtained ISO 22000:2018 Certificate and also BRC Global Standard for Food Safety Management System.	<b>Positive</b>
5	Governance	Opportunity	This has helped the company to strengthen the organizational strategy for championing success.	The Company is led by strong leadership and Capable execution teams.	<b>Positive</b>

## 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.

Sr. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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, the policy has been approved by the Board of Directors.								
	c. Web Link of the Policies, if available	The policies are available on the website of the company <a href="http://www.grmrice.com">www.grmrice.com</a> .								
2	Whether the entity has translated the policy into procedures. (Yes / No)	YES								
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, the anti-corruption polices, whistler polices etc. are applicable to value chain partners. While the company are also in the process of extending certain more policies with our value chain partners.								
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.	1. The Company has valid licenses w.r.t food manufacturing by Food Safety and Standards Authority of India (FSSAI).								
		2. Alcumus ISOQAR Limited one of the most recognized and respected UKAS certification body issued ISO 22000:2018 Certificate for Food Safety Management System.								
		3. Eurofins Assurance India Pvt. Ltd, from United Kingdom (U,K) has issued a "BRC GLOBAL STANDARD FOR FOOD SAFETY" Certificate.								
		4. The company has also registered with U.S Food and Drug Administration pursuant to the Federal Food Drug and Cosmetic act.								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is setting up guidelines and timeline for various compliances under Environmental, Social, and government principles.								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company is setting up guidelines and timeline for various compliances under Environmental, Social, and government principles.								
		The Company have also BRC GLOBAL STANDARD FOR FOOD SAFETY" Certificate for Food Safety Management System.								



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**Governance, leadership and oversight**


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

GRM is driven by the ambition to be a comprehensive ingredient provider across the entire food chain aspiring to lead in the industry. As leaders, we believe it's not enough to merely comply with ESG parameters; we must go beyond and set exemplary standards. We recognize that addressing environmental, social, and governance risks is vital for business sustainability. Aligning with the UN Sustainable Development Goals (SDGs) is essential for a better future, and we are committed to working tirelessly to meet these global benchmarks.

These days success of business is not only measured in financial term, but also whether the business has integrated ESG (Environmental, Social and Governance) into their business as well. Through our report on Corporate Social Responsibility activity, one can observe our commitment towards society, upliftment of farmers which helps in achieving sustainable goals. In-order to demonstrate increased commitment towards ESG aspects we are in the process of making our internal policies more comprehensive with respect to nine principles of NGRBCs.

Our corporation is founded on principles of kindness, fairness, effectiveness, and efficiency. We believe that sound governance is crucial for creating long-term value for all stakeholders and promoting sustainability. GRM regards respect for human rights as a core value and is committed to ensuring that our actions benefit the environment, society, nation, and all stakeholders. Our foundational values are deeply embedded in our corporate ethos. We are committed to continuously improving our ESG performance and are setting new targets for the future.

<b>8</b> Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Mr. Atul Garg Designation: Chairman & Managing Director DIN: 02380612 Email: <a href="mailto:atul@grmrice.com">atul@grmrice.com</a>
<b>9</b> Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Company does not have a committee for decision-making on sustainability concerns.  However, the Board of Directors and the Senior Management team monitor various aspects of social, environmental, governance and economic responsibilities of the Company on a continuous basis.

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## 10. Details of Reviews of NBRBCs by the Company

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)	
	P1	P2	P3	P4	P5	P6	P7	P8	P9		
Performance against above policies and follow up action											Frequency: Ongoing basis As and when required.
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances											All our policies comply with statutory requirements and no complaints of any non-compliance was identified.

## 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

Yes, the policies pertaining to Food Safety and Standards, Hazardous Analysis and BRC are examined by external agency i.e Alcumus ISOQAR Limited, SGS and Eurofins Assurance India Pvt Ltd respectively.

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

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

## 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 programs on any of the Principles during the financial year:

Segment	Total number of training and awareness programs held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programs
Board of Directors	3	Various updates pertaining to business conduct and regulatory matters.	100%
Key Managerial Personnel	3	GRM Code of Conduct	100%
Employees other than BoD and KMPs	31	The principles mentioned in this section are covered under the “core value”. <b>Core Value Includes:</b>	80%
Workers	43	<ul style="list-style-type: none"> <li>• Personnel Hygiene</li> <li>• Food Defense</li> <li>• Hazardous analysis</li> <li>• Labelling and Packaging</li> <li>• Safety parameters</li> <li>• Internal Audit</li> <li>• Fire Safety</li> </ul>	75%

#### 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 Obligations) Regulations, 2015 and as disclosed on the entity’s website)

There are no such monetary payments made (by the entity or by Directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, nor have any non-monetary actions (imprisonment or punishment) been initiated against the Company/ Director/ KMPs.

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

Case Details	Name of the 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**

The Company has an “Anti - Bribery Fraud and Corruption Policy”.

According to the Policy, GRM is committed to maintaining honesty and integrity in all its activities. It is also committed to prevent fraud, bribery and corruption and adhering to rigorous investigations, if any allegations of such nature are reported.

The policy are available on the website of the company at [https://www.grmrice.com/grm\\_file/25-08-23-06-21-48Anti-Bribery\\_and\\_Anti-Corruption\\_Policy.pdf](https://www.grmrice.com/grm_file/25-08-23-06-21-48Anti-Bribery_and_Anti-Corruption_Policy.pdf).

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	Not applicable: as no such disciplinary action has been taken by any law enforcement agency for charges of bribery/ corruption against either Directors, KMPs, employees or workers.	
KMPs		
Employees		
Workers		

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

Particular	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors		No such complaints have been received.		
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

**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**

This question is not applicable as no such issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest have arisen during the current financial year or the previous financial year.

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

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	9.21	25.34

## 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:

(Amount in Lakhs)

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	80.51	80.21
	b. Number of trading houses where purchases are made	240	353
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	27.21	21.57
Concentration of Sales	a. Sales to dealer / distributors as % of total sales	98.00	97.00
	b. Number of dealers / distributors to whom sales are made	102	88
	c. Sales to top 10 dealers / distributors as % of total sales to dealer / distributors	64.83	82.59
Share of RPTs in	a. Purchases (Purchases with related parties as % of Total Purchases)	.0039	Not Applicable
	b. Sales (Sales to related parties as % of Total Sales)	11.29	12.19
	c. Loans & advances given to related parties as % of Total loans & advances	0.00	0.00
	d. Investments in related parties as % of Total Investments made	82.51	85.99

### Leadership Indicators

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

Awareness programmes have not been conducted for value chain partners on any of the principles during the financial year.

#### 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. All the Directors are expected to adhere to the 'Code of Conduct for Board & Senior Management' which, inter-alia, provides for avoidance of conflict of interest. Further, the Directors disclose their interest in other entities on an annual basis and periodically (as and when there are changes), which is noted by the Board of Directors.

**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:**

Particular	FY 2023-24 (Current FY)	FY 2022-23 (Previous FY)	Details of improvements in environmental and social impacts
R&D	NIL	NIL	NIL
Capex	16.41	25	The company has purchased an advanced effluent treatment plant and state-of-the-art emission control devices for our rice mill operations. These investments are part of our ongoing commitment to environmental sustainability and compliance with all relevant environmental regulations. The effluent treatment plant will ensure the safe treatment of wastewater generated during the milling process, while the emission control devices will significantly reduce airborne pollutants, contributing to cleaner air quality in our operational area.

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

Yes, the company is exclusively deal with processing of rice and procurement of rice is made majorly from Farmers and certified grower groups. The company chooses its suppliers through standard operating procedures.

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

100% of our inputs are sourced sustainably.

**3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste**

**(a) Plastics (including packaging):**

GRM continues to reuse jute bags instead of plastic bags for the store of rice and paddy.

**(b) E-waste**

E-waste are not generated by the company.

**(c) Hazardous waste and other waste:**

Hazardous waste and other waste are also not reused or recycled. All such waste generated by the Company is disposed using government approved recyclers / vendors.

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

Yes, EPR is applicable to the company. The company has valid license issued by Haryana State Pollution Control Board.

### 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:

The entity has not undertaken a Life Cycle evaluation for its services.

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

Not Applicable.

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).

Not Applicable.

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:

Not Applicable.

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

Not Applicable.

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

### Essential Indicators

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

Category	% of Employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
<b>Permanent Employees</b>											
Male	108	55	50.92%	55	50.92%	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>108</b>	<b>55</b>	<b>50.92%</b>	<b>55</b>	<b>50.92%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Other than Permanent Employees</b>											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

Category	% of Employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Employees</b>											
Male	78	55	70.51 %	55	70.51%	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>78</b>	<b>55</b>	<b>70.51%</b>	<b>55</b>	<b>70.51%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Other than Permanent Employees</b>											
Male	317	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>317</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

Benefits	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	21.30%	5.82%	Y	27.61%	27.61%	Y
Gratuity	100%	100%	NA	100%	100%	NA
ESI	50.92%	13.92%	Y	-	55.24%	Y
Others—please specify	-	-	NA	-	-	NA

**3. Accessibility of workplaces**

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

Yes, the premises / offices of GRM are accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

However, the Company has no employees/worker who is differently abled.

**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 does have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. The link to the policy are available on: <https://www.grmrice.com/>.



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

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

Category	Yes/No	If yes, give details of the mechanism in brief.
Permanent Workers	Yes	
Other than Permanent Workers	Yes	Details are provided in the note below
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

**Permanent workers and other than permanent workers** are raise their concerns through their supervisors.

**Permanent Employees and Other than Permanent employees** are raise their concerns through HR or HOD or Plant Head.

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

There are no association(s) or unions that are recognized by the Company and there are no instances of collective bargaining for wages, worker/employee rights, etc. during the current or previous financial year.

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

Category	Total	FY 2023-24 Current Financial Year				Total	FY 2022-23 Previous Financial Year			
		On Health & Safety Measures		On Skill Upgradation			On Health & Safety Measures		On Skill Upgradation	
		No.	%	No.	%		No.	%	No.	%
<b>Employees</b>										
Male	108	108	100	108	100	105	105	100	105	100
Female	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>108</b>	<b>108</b>	<b>100</b>	<b>108</b>	<b>100</b>	<b>105</b>	<b>105</b>	<b>100</b>	<b>105</b>	<b>100</b>
<b>Workers</b>										
Male	395	78	19.60	78	19.60	387	75	19.37	75	19.37
Female	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>395</b>	<b>395</b>	<b>19.60</b>	<b>78</b>	<b>19.60</b>	<b>387</b>	<b>75</b>	<b>19.37</b>	<b>75</b>	<b>19.37</b>

Safety parameters Health and Safety training includes Fire and Safety, Food defense, Hazardous analysis, Labelling and packaging etc. Since these are mandatory, the organisation ensures that every employee/worker attends these training programs every year.

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total	No.	%	Total	No.	%
	(A)	(B)	(B/A)	(C)	(D)	(D/C)
<b>Employees</b>						
Male	108	108	100	105	105	100
Female	0	0	0	0	0	0
<b>Total</b>	<b>108</b>	<b>0</b>	<b>108</b>	<b>105</b>	<b>105</b>	<b>100</b>
<b>Workers</b>						
Male	395	395	100	387	387	100
Female	0	0	0	0	0	0
<b>Total</b>	<b>395</b>	<b>395</b>	<b>100</b>	<b>387</b>	<b>387</b>	<b>100</b>

All employees are subject to annual performance and career development reviews on completion of at least six months of service in the organisation.

## 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, an occupational health and safety management system has been implemented which includes all employees including contractual workers. Our organization adheres fully to ESLC standards, ensuring comprehensive compliance throughout all operations. Additionally, we implement a rigorous monitoring system to uphold the health and safety of our workforce. This proactive approach guarantees that all employees are provided with a secure and conducive work environment, in line with regulatory requirements and our commitment to ethical practices.

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

Work related hazards are identified, risk assessments in place along with authority to work and permit to work system. The company is HACCP approved company. For Raw Material and Finished goods, the product is tested for pesticide residues and bromide ion from external NABL or EIA approved labs. Food grade polythene liners with suppliers certificate (CoA) used.

For raw water, the company has well placed RO System. Process water is tested for pesticide residue, heavy metal & toxic substances contamination from external NABL approved laboratory to ensure portability and safety.

We have also a well-defined safety observation system i.e., Hazard Identification and risk assessment (HIRA) procedures in place to ensure continual improvement of the organization's occupational health and safety while continuously using steps to promote employee well-being and healthcare. HIRA is the process of defining and describing risks by characterizing their probability, frequency, and severity, as well as assessing unfavorable consequences, such as possible losses and injuries.

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

Yes, GRM has an established incident reporting mechanism for both routine and non-routine jobs and provides safety related training / in-service training to staff. The company has implemented a system across all its plants whereby workers can readily identify and report work-related hazards, as well as provide suggestions for improvements. Comprehensive training is provided to all workers to enhance their ability to recognize hazards and address issues effectively. This proactive approach empowers employees to actively contribute to maintaining a safe and conducive work environment.

**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	Category	FY 2023-24	FY 2022-23
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per 1 million person hours worked)	Employee	0	0
	Worker	0	0
Total recordable work-related injuries	Employee	0	0
	Worker	0	0
Number of fatalities	Employee	0	0
	Worker	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employee	0	0
	Worker	0	0

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

Safety has always been a core principle and top priority at GRM Overseas Limited. The Company has a well structured safety framework in place to monitor, implement, and take corrective actions for safety improvements. GRM Overseas Limited is taking the following measures to ensure a safe and healthy work place:

The measures taken by the Organisation to ensure a safe and healthy work place include the following:

- i. Monitoring the Hazard Surveillance Program at regular intervals by different stakeholders of the departments concerned;
- ii. Monitoring Risk Assessments, Risk Analysis and implementation of Mitigation Strategies;
- iii. Safety awareness events conducted.
- iv. Proper systems in place for reporting of unsafe acts and conditions.
- v. Periodic trainings are being conducted on safe work practices.
- vi. Conducting mock drills at defined intervals;
- vii. Third Party audits for ISO 45000.

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions Health & Safety			Employees and workers have not made any complaints related to working conditions or health and safety during the current or previous financial year.			

**14. Assessments for the year:**

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

**15. 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**

There were no recordable events arising from assessments of health and safety practices and working conditions that required any corrective action, hence this question is not applicable.

**Leadership Indicators**

**1. Does the entity extend any life insurance or any compensatory package in the event of death of**

- (A) Employees (Y/N) - No
- (B) Workers (Y/N) - No

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

The following measures are undertaken by the entity to ensure that statutory dues have been deducted and deposited by value chain partners:

**• Regular Audits and Monitoring:**

The Company Conduct regular internal audits to verify that statutory dues are being accurately deducted and deposited. Sometimes, the company also engage third-party auditors to periodically review compliance with statutory obligations by value chain partners.

**• Clear Contractual Agreements:**

The Company ensures that contracts with value chain partners clearly outline the responsibilities for statutory dues, including tax, social security contributions, and other regulatory payments.

**• Compliance Check:**

The company is also in the process of implementing a schedule for regular reviews of compliance with statutory dues by partners.

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:

Category	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 (Current Financial Year)	FY 2022-23 (Previous Financial -Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
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)

Yes, professional services may be continued based on business requirement even after superannuation or retirement, subject to the individual's medical fitness.

5. Details on assessment of value chain partners:

Category	% 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.

Not Applicable.

**PRINCIPLE 4 BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS.**

### Essential Indicators

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

The Company has mapped its stakeholders-external as well as internal. Internal Stakeholders are management, employees, farmers and shareholders while external stakeholders are suppliers, vendors, customers, partners and Government authorities etc. The company has also constituted the stakeholder relationship committee.

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

<b>Stakeholder</b>	<b>Whether identified as Vulnerable &amp; Marginalized Group (Yes/ No)</b>	<b>Channels of communication</b> (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	<b>Frequency of engagement</b> (Annually/ Half yearly/Quarterly/ others – please specify)	<b>Purpose and scope of engagement including key topics and concerns raised during such engagement</b>
Employees	No	Emails, noticeboards, various communications from HR etc.	As and when required	For providing information, compensation related benefits, health and safety related issues etc.
Shareholders	No	Shareholder's meeting, stock exchange communications, press releases, company website etc.	Annual, quarterly, and ongoing (depending on nature of the communication)	To present information on financial performance and business strategy. To keep them up to date on developments in the Company and Industry. And to understand shareholder/ investor issues on various matters that impact the Company.
Government/ Regulatory Authorities	No	Newspapers, press releases regulatory filings	As and when required	For statutory compliances, to understand policies in various areas, to obtain support from authorities for resolution of issues.
Suppliers/ Vendors/ Contractors	No	E-mail, tele-communication, in person	Ongoing	For ease of doing business and social practices.
Media	No	Press releases, Panel discussions	Ongoing	Dissemination of news on good practices, awards and achievements, new initiatives undertaken by the organisation, highlight issues.

**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 is feedback from such consultations provided to the Board.**

The Company maintain a constant and proactive engagement with our key stakeholders that enables us to communicate our strategy and performance at each level. We practice continuous two-way communication and engagement to align expectations from each group of stakeholders with that of the management. The board regularly keeps revisiting various developments based on the feedback received from all the stakeholders.

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

Yes, internal guidance/Systematic Operation of Process has been formulated after consultation.

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

No such concerns have been raised

**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		
	Current Financial Year			Previous Financial Year		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	108	108	100	105	105	100
Other than permanent	0	0	0	0	0	0
<b>Total Employees</b>	<b>108</b>	<b>108</b>	<b>0</b>	<b>105</b>	<b>105</b>	<b>100</b>
<b>Workers</b>						
Permanent	78	78	100	75	75	100
Other than permanent	317	145	45.74	312	105	33.65
<b>Total Employees</b>	<b>395</b>	<b>223</b>	<b>56.45</b>	<b>387</b>	<b>182</b>	<b>47.02</b>

Orientation programmes are mandatory for all new employees; they address various human rights issues such as sexual harassment, child labour, forced/ involuntary labour, anti-discriminatory practices, etc. These aspects of human rights are also included in the Company's Code of Conduct.

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

Category	FY 2022-23					FY 2022-23				
	Current Financial Year					Current Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
	No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)	
<b>Employees</b>										
<b>Permanent</b>										
Male	108	0	0	108	100	105	0	0	105	100%
Female	0	0	0	0	0	0	0	0	0	0
<b>Other than permanent</b>										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
<b>Workers</b>										
<b>Permanent</b>										
Male	78	0	0	78	100	69	0	0	69	100%
Female	0	0	0	0	0	0	0	0	0	0
<b>Other than permanent</b>										
Male	317	0	0	317	100	312	0	0	312	100%
Female	0	0	0	0	0	0	0	0	0	0

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

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors(BoD)	1	168 Lakhs	1	96 Lakhs
Key Managerial Personnel	2	50.78 Lakhs	0	0
Employees other than BoD and KMP	108	2.47 Lakhs	0	0
Workers	395	2.15 Lakhs	0	0

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

(Amount in Lakhs)

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	0	0



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

Yes, the company has “Grievance Redressal Policy” in place to address the human rights impacts or issues caused or contributed by the business. The Company have various human rights centric policies; Stakeholder Engagement Policy, Code of Conduct, Whistle Blower Policy, Supplier’s Code of Conduct; that form the backbone to address human rights related to the organizational activities.

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

The organisation has various policies such as “Whistle Blower Policy”, “Employee Grievance Policy”, “Code of Conduct” and “Prevention of Sexual Harassment” that address various human rights issues. Written complaints received from aggrieved persons are addressed in accordance with the procedures laid down in these policies. All Employees and applicants are treated equally according to their individual qualifications, abilities, experiences, and other employment standards. Company ensures no discrimination due to race, religion, colour, national origin, sex, age, disability etc.

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

Category	FY 2023-24			FY 2022-23		
	Current Financial Year		Remark	Previous Financial Year		Remarks
	Filed during the year	Pending resolution at the end of year		Filed During the year	Pending resolution at the end of year	
Sexual Harassment	0	0	NA	0	0	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/ Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

GRM’s culture supports respect and dignity for all employees. There are various mechanisms to protect the complainant, the most prominent one being maintaining confidentiality. So as to prevent any adverse impact to the complainant, the complainant’s identity is kept confidential to the maximum extent possible. Whistle blower policy also details to conduct the inquiry in strict confidentiality and in a fair & unbiased manner to ensure complete fact finding. Correspondingly, the Ombudsman and the audit committee maintain confidentiality of the whistle blower and witnesses who provide information. In the Company’s Grievance Redressal Policy, Whistle Blower Policy, and POSH, there are specific clauses regarding the confidentiality of the complainant that state that all reports/records associated with complaints, along with the information exchanged during a specific process/investigations, would be considered as confidential and access of the same would be restricted by the Company as deemed fit.

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

Yes, the Company emphasises the need for compliance with, and includes the core elements of human rights in its business agreements and contracts, particularly with respect to social security benefits, child labour, POSH etc. An undertaking is also obtained from vendors that they do not employ child labour and bonded labour.

**9. Assessments for the year**

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Child labour	
Forced/involuntary labour	
Sexual Harassment	
Discrimination at workplace	100% assessed by the entity.
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**

This question is not applicable based on the response to Question 9 above.

**Leadership Indicators**

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

The Code of Conduct, as adopted by the Board, is applicable to Directors, senior management and employees of the Company. The Code covers the Company’s commitment to human rights aspects like self-respect and human dignity, child labour, gender friendly workplace, ethical dealings with suppliers and customers, health & safety, environment, transparency, anti-bribery and corruption, and exemplary personal conduct. Although the organisation undertakes periodic reviews of its business processes to ensure that they are in line with human rights and industry best practices, no processes have been modified or introduced as result of addressing human rights grievances/ complaints.

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

During the reporting period, various aspects of human rights were audited by our Internal Auditors.

**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, Our establishments are accessible to the differently abled, and we are continuously working towards improving infrastructure for eliminating barriers to accessibility.

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

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Sexual Harassment	
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others- Please specify	

No assessments of value chain partners have been undertaken for any of these matters.

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

No such assessments have been done hence this question is not applicable.

**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 (Previous Financial Year)	FY 2022-23 (Current Financial Year)
<b>From Renewable sources</b>		
Total electricity consumption (A)-in Giga joules	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
<b>Total energy consumption from renewable sources (A+B+C)</b>	<b>0</b>	<b>0</b>
<b>From Non- Renewable sources</b>		
Total electricity consumption (D)-In Giga Joules	24150.00	23046.10
Total fuel consumption (E) In Giga Joules	10332.83	12618.95
Energy consumption through other sources (F)	0	0
<b>Total energy consumption from Non- Renewable sources (D+E+F)</b>	<b>34482.83</b>	<b>35665.05</b>
<b>Total energy consumption (A+B+C+D+E+F)</b>	<b>34482.83</b>	<b>35665.05</b>
<b>Energy intensity per lakh rupee of turnover</b> (Total energy consumption/ revenue from operations)*	0.29	0.28
Energy intensity per lakh rupee turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/ revenue from operations adjusted for PPP)	-	-
<b>Energy intensity in terms of physical output</b>	-	-
<b>Energy intensity (optional) – the relevant metric may be selected by the entity</b>	-	-

\*Turnover in rupees lakhs

**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**

The entity does not have any sites/ facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India, hence this question is not applicable.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Groundwater	108963	102463
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	108963	102463
<b>Total volume of water consumption (in kilolitres)</b>		
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations)	0.91	0.80
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)	-	-
Water intensity in terms of physical output	-	-
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>	-	-

\*Turnover in rupees lakhs

**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 independent assessment/ evaluation/assurance has been carried out by an external agency in the FY 2023-24.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Surface water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) Third party water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Seawater / desalinated water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(v) Others	0	0
Total water discharged (in kilolitres)	0	0

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

The Company has not implemented a mechanism for Zero Liquid Discharge.

#### 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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	µg/m <sup>3</sup>	NA	NA
Sox	µg/m <sup>3</sup>	NA	NA
Particulate matter (PM)	µg/m <sup>3</sup>	10.83	15.2
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

**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 independent assessment/ evaluation/assurance has been carried out by an external agency in the FY 2023-24.

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	-	-
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	-	-
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	-	-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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

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

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

The Company has not undertaken any specific project related to reducing Green House Gas emissions. However, the company has well placed Electro-static precipitator that helps in reducing Green House Gas emission. The electrically charged dust is accumulated on the collected electrode by and electrical field. The collect dust is removed by rapping hammer (dry ESP), scraping brush (dry ESP), or flushing water (wet ESP).

The Company have also installed Wet bath scrubber. These scrubbers are air pollution control devices that use liquid to remove particular matter or gases from an industrial exhaust or flue gas stream.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	Nil	Nil
E-waste (B)	Nil	Nil
Bio-medical waste (C)	Nil	Nil
Construction and demolition waste (D)	Nil	Nil
Battery waste (E)	Nil	Nil
Radioactive waste (F)	Nil	Nil
Other Hazardous waste. Please specify, if any – waste lube oil-M3. (G)	Nil	Nil
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Nil	Nil
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>Nil</b>	<b>Nil</b>
<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	Nil	Nil
(i) Recycled	Nil	Nil
(ii) Re-used	Nil	Nil
(iii) Other recovery operations	Nil	Nil
<b>Total</b>	<b>Nil</b>	<b>Nil</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)*</b>		
<b>Category of waste</b>		
(i) Incineration	Nil	Nil
(ii) Landfilling	Nil	Nil
(iii) Other disposal operations	Nil	Nil
<b>Total</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 independent assessment/ evaluation/assurance has been carried out by an external agency during the FY 2023-24.

**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**

The Company has implemented a strong waste management system that supports the Company's activities in order to effectively manage waste. The Company ensures that hazardous and non-hazardous waste generated by our operations are managed responsibly and are efficiently disposed of to minimise environmental impacts. The company is HACCP approved company.

- For Raw Material and Finished goods, the product is tested for pesticide residues and bromide ion from external NABL or EIA approved labs. Food grade polythene liners with suppliers certificate (CoA) used.
- For raw water, the company has well placed RO System. Process water is tested for pesticide residue, heavy metal & toxic substances contamination from external NABL approved laboratory to ensure portability and safety.

**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:**

S. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
This question is not applicable as the Company does not have operations / offices in / around ecologically sensitive areas where environmental approvals/ clearances are required.			

**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)	Whether conducted by independent external agency (Yes / No)	Relevant Web link
No new project/s was undertaken during the current financial year which required an environmental impact assessment, hence this question is not applicable.					

**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:**

S. 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
The company is compliant with all applicable environmental laws/ regulations/ guidelines in India.				

### 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 – Not applicable
- Nature of operations - Not applicable
- Water withdrawal, consumption, and discharge in the following format: - Not applicable

The entity does not have facilities/ plants in areas of water stress.



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

Scope 3 emissions were not measured in the current or previous financial year.

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	-	-
<b>Total Scope 3 emissions per lakh rupee of turnover</b>	Metric tonnes of CO <sub>2</sub> equivalent per lakh rupee	-	-
<b>Total Scope 3 emission intensity per m<sup>2</sup> floor space</b>	Metric tonnes of CO <sub>2</sub> equivalent per lakh rupee	-	-

**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 independent assessment/ evaluation/assurance has been carried out by an external agency.

## 3. With respect to the ecologically sensitive areas reported at Question 11 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:

Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
No such action has been taken in the FY 2023-24		

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

The Company has a well-framed business continuity and disaster management plan, which will be triggered in case of any disruption.

The primary objectives are as follows:

- Recognize the type of emergencies and disasters likely to occur.
- Ensure prompt response and continuous operations during disaster situations and epidemics.
- Prevent loss of lives and assets.
- Mitigate risks and facilitate rapid recovery post event.

The plan is intended to ensure that the entity can continue its business operations and follow the requisite protocols. It includes thorough procedures and procedures to lessen the impact of any uncertainty, including earthquakes, floods, cyclones or artificial disasters such as an act of terrorism, fire hazards, outbreaks of communicable diseases and gas leakages.

Management plans are tested through drills or exercises on a monthly, quarterly, half-yearly and annual basis.

**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.**

No such evaluation has been conducted during the reporting period.

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

No such evaluation has been conducted during the reporting period.

**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 7 (Seven) trade and industry chambers / associations.

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

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1	Haryana Chamber of Commerce & Industry	State
2	Haryana Rice Export Association	State
3	Federation of Indian Export Organisation ( FIEO)	National
4	All India Rice Export Association	National
5	Agricultural & Processed Food Products Export Development Authority (APEDA)	National
6	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
7	Legal Entity Identifier ( LEI)	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**

The Company has not received any adverse order from regulatory authorities related to anti-competitive conduct by the entity, hence this question is not applicable.

**Leadership Indicators**

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

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
NIL				

**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, as the Company has not undertaken any projects during the current financial year that require social impact assessments under applicable laws.					

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

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

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

GRM has a policy that recognises its responsibility to listen to the suggestions, complaints, or grievances of the community with which it engages, and attempts to resolve their concerns. This policy is formulated to provide community members with a formal avenue to communicate their grievances directly.

Persons with grievance, can approach the Company at [info@grmrice.com](mailto:info@grmrice.com) to submit their complaints. The Company strives to support all community members in feeling safe and heard.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	2.20	2.20
Sourced directly from within the district and neighbouring districts	29.47	29.47

**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**

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	45.37	47.24
Semi-Urban	0	0
Urban	54.63	52.76
Metropolitan	0	0

(Place to be categorized as per RBI Classification System – rural / semi-urban / urban / metropolitan)

## 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):

Not applicable, as Question 1 of Essential Indicators is 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 the Company has not undertaken any CSR projects in designated aspirational districts as identified by government bodies.

**3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No) – No, the Company does not have a preferential procurement policy.**

**(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:**

In FY 2023-24, no benefits have been derived and shared from the intellectual properties owned or acquired by GRM, based on traditional knowledge.

**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.**

Nil

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

CSR Projects	No. of persons benefitting from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Upliftment of Farmers	Approx 270	100
Eradicating Hunger	Approx 5,000	100
Shri Goushala Smiti for animal welfare	Not Quantifiable	-

## 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

All complaints or grievances are addressed immediately and resolved at the earliest. All complaints should be sent to our customer service team/ relevant accounts manager. For any complaints or feedback and suggestions consumer can directly contact the company telephonically or through e-mail. Any specific consumer issues can also be raised to the sales representative or channel partner with whom the customer is dealing and is in constant contact with. The Company is constantly monitoring the complaints and taking appropriate action within the time frame set by the Company.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	100%
Recycling and/or safe disposal	

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

Category	FY 2023-24			FY 2022-23		
	Current Financial Year		Remarks	Previous Financial Year		Remarks
	Received during the year	Pending resolution at the end of year		Received during the year	Pending resolution at the end of year	
Data privacy	Nil	Nil	NA	Nil	Nil	NA
Advertising	Nil	Nil	NA	Nil	Nil	NA
Cyber –security	Nil	Nil	NA	Nil	Nil	NA
Delivery of essential services	Nil	Nil	NA	Nil	Nil	NA
Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Other	Nil	Nil	NA	Nil	Nil	NA

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

Instances	Number	Reasons for recall
Voluntary Recall	0	0
Forced Recalls	0	0

**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 entity has a framework/ policy on cyber security and risks related to data privacy which can be accessed at: [https://www.grmrice.com/grm\\_file/23-08-24-08-16-41Cyber%20Security%20and%20Risk%20Policy.pdf](https://www.grmrice.com/grm_file/23-08-24-08-16-41Cyber%20Security%20and%20Risk%20Policy.pdf)

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

No issues have been reported during the year related to any of the above.

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

- a. Number of instances of data breaches: 0
- b. Percentage of data breaches involving personally identifiable information of customers: 0%
- c. Impact, if any, of the data breaches – Not applicable

### Leadership Indicators

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

Information on the Company's services is available on the website of the company [www.grmrice.com](http://www.grmrice.com).

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

The below are the steps to inform and educate consumers about the safe and responsible usage of products and/or services:

**• Product Labeling and Packaging:**

Clear Instructions: Include detailed cooking instructions, storage guidelines, and expiration dates on the packaging.

**Nutritional Information:** Provide comprehensive nutritional information and highlight health benefits.

**Safety Warnings:** Mention any potential allergens or contaminants and safe handling practices.

**• Customer Support Services:**

Hotline and Email Support: Provide customer service channels to answer consumer questions about rice usage and safety.

FAQs: Develop a comprehensive FAQ section addressing common consumer queries.

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

The Company has various channels of communication such as emails, website, WhatsApp and social media and basis the contingency and its intensity and urgency, the Company may choose to deploy most appropriate channel/s.

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

Yes. The Company upholds its commitment to transparency by sharing comprehensive product information, including ingredient and nutritional details, in compliance with applicable laws. It maintains a truthful and open approach with customers, ensuring that all necessary information is provided. The Company adheres to the norms set by the Bureau of Indian Standards (BIS) as part of its compliance efforts. Internal meetings are held periodically to address areas for improvement and enhance customer satisfaction.

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

Yes, the company conducted a consumer satisfaction survey using feedback forms.