

**September 6, 2024**

To  
The Secretary  
Listing Department  
BSE Limited  
New Trading Ring, Rotunda Building,  
P.J. Tower, Dalal Street, Fort, 27th Floor  
Mumbai — 400 001  
**SCRIP CODE: 526947**

The Secretary  
Listing Department  
National Stock Exchange of India Limited  
Exchange Plaza, Plot No C/1, G Block,  
Bandra Kurla Complex, Bandra (E) -  
Mumbai — 400 051  
**SYMBOL: LAOPALA**

Dear Sir/Madam,

**Sub: Business Responsibility and Sustainability Reporting**

In compliance with Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (as amended), please find enclosed herewith the Business Responsibility and Sustainability Report for the financial Year 2023-24, which also forms part of the Annual Report for the financial year ended March 31, 2024.

We request you to take the same on record.

Thanking you,  
Yours faithfully,

For **La Opala RG Limited**

**NIDHI** Digitally signed  
by NIDHI RATHI  
**RATHI** Date: 2024.09.06  
17:37:07 +05'30'

**(Nidhi Rathi)**  
**Company Secretary & Compliance Officer**

**Encl. As above**

# Business Responsibility & Sustainability Reporting Format

## SECTION A: GENERAL DISCLOSURES

| I. Details |   |   |
|------------|---|---|
| 1          | Corporate Identity Number (CIN) of the Listed Entity  | L26101WB1987PLC042512   |
| 2          | Name of the Company   | La Opala RG Limited   |
| 3          | Year of Incorporation   | 1987  |
| 4          | Registered Office Address   | Eco Centre, 8 <sup>th</sup> Floor, EM-4, Sector -V, Kolkata - 700 091 |
| 5          | Corporate Address   | Eco Centre, 8 <sup>th</sup> Floor, EM-4, Sector -V, Kolkata - 700 091 |
| 6          | E-mail  | info@laopala.in   |
| 7          | Telephone   | 7604088814/15/16/17   |
| 8          | Website   | www.laopala.in  |
| 9          | Financial Year for which reporting is being done  | 2023-24   |
| 10         | Name of the Stock Exchange(s) where shares are listed   | NSE & BSE   |
| 11         | Paid-up Capital   | Rs 22,20,00,000   |
| 12         | Name and contact details of the person who may be contacted in case of any queries on the BRSR report | Alok Pandey;<br>+91-7604088814/15/16/17<br>alok@laopala.in            |
| 13         | Reporting Boundary  | The disclosures are on standalone basis                               |
| 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      | Table or Kitchen Glassware   | Manufacturer of Table and Kitchen Glassware | 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      | Table or Kitchen Glassware | 23105    | 100%                            |

## III. Operations

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

| Location      | Number of Plants | Number of Offices | Total |
|---------------|------------------|-------------------|-------|
| National      | 4                | 1                 | 5     |
| International | -                | -                 | -     |

### 19. Markets served by the entity:

#### a. Number of locations –

| Location                         | Total     |
|----------------------------------|-----------|
| National (No. of States)         | Pan-India |
| International (No. of Countries) | 40+       |

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

The Revenue from Overseas Market is 14.84 % of Total Turnover in F.Y. 2023-24.

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

The products are marketed to end customers primarily homemakers, upper middle class and middle class households. The products are distributed pan-India and available at retail crockery stores, large format retail stores and e-commerce platform.

**IV. Employees**

**20. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):**

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

| Sl. No.                                 | Particulars          | Total (A) | Male    |           | Female  |           |
|---|----------------------|-----------|---------|-----------|---------|-----------|
|   |                      |           | No. (B) | % (B / A) | No. (C) | % (C / A) |
| <b>Employees (as on March 31, 2024)</b> |                      |           |         |           |         |           |
| 1.                                      | Permanent            | 452       | 447     | 98.89%    | 5       | 1.11%     |
| 2.                                      | Other than Permanent | -         | -       | -         | -       | -         |
| 3.                                      | Total employees      | 452       | 447     | 98.89%    | 5       | 1.11%     |
| <b>Workers (as on March 31, 2024)</b>   |                      |           |         |           |         |           |
| 4.                                      | Permanent            | 704       | 588     | 83.52%    | 116     | 16.48%    |
| 5.                                      | Other than Permanent | 367       | 304     | 82.83%    | 63      | 17.17%    |
| 6.                                      | Total workers        | 1071      | 892     | 83.29%    | 179     | 16.71%    |

**b. Differently-abled Employees and workers:**

| Sl. No.   | Particulars                       | Total (A) | Male    |           | Female  |           |
|---|-----------------------------------|-----------|---------|-----------|---------|-----------|
|   |                                   |           | No. (B) | % (B / A) | No. (C) | % (C / A) |
| <b>Differently abled employees workers (as on March 31, 2024)</b> |                                   |           |         |           |         |           |
| 1.  | Permanent                         | -         | -       | -         | -       | -         |
| 2.  | Other than Permanent              | -         | -       | -         | -       | -         |
| 3.  | Total differently abled employees | -         | -       | -         | -       | -         |
| <b>Differently abled workers (as on March 31, 2024)</b>           |                                   |           |         |           |         |           |
| 4.  | Permanent                         | -         | -       | -         | -       | -         |
| 5.  | Other than permanent              | -         | -       | -         | -       | -         |
| 6.  | Total differently abled workers   | -         | -       | -         | -       | -         |

**21. Participation/Inclusion/Representation of women (as on March 31, 2024) :-**

|  | Total (A) | No. and percentage of Females |         |
|--|-----------|-------------------------------|---------|
|  |           | No. (B)                       | % (B/A) |
| Board of Directors                     | 8         | 2                             | 25%     |
| Key Management Personnel excluding BOD | 2         | 1                             | 50%     |

**22. Turnover rate for permanent employees and workers (as on March 31, 2024):**

|                     | FY 2023-24 |        |       | FY 2022-23 |        |       | FY 2021-22 |        |       |
|---------------------|------------|--------|-------|------------|--------|-------|------------|--------|-------|
|                     | Male       | Female | Total | Male       | Female | Total | Male       | Female | Total |
| Permanent Employees | 13%        | 17%    | 13%   | 12%        | 23%    | 12%   | 10%        | 14%    | 10%   |
| Permanent Workers   | 11%        | 13%    | 11%   | 6%         | 13%    | 7%    | 6%         | 12%    | 7%    |

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

**23. (a) Names of holding / subsidiary / associate companies / joint ventures:**

The Company does not have any holding, subsidiary, associate or joint venture Company.

## VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- (ii) Turnover: Rs. 36,267.46 lacs (as on March 31, 2024)
- (iii) Net Worth: Rs. 85,152.51 lacs (as on March 31, 2024)

## 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 (NGBRC):

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No)<br><br>(If Yes, then provide web-link for grievance redressal policy)                               | FY 2023-24                             |  |          | FY 2022-23                             |  |          |
|---|---|--|--|----------|--|--|----------|
|   |   | No of complaints filed during the year | No of complaints pending resolution at close of the year | Remarks  | No of complaints filed during the year | No of complaints pending resolution at close of the year | Remarks  |
| Communities                                       | Yes, we have grievance redressal mechanism at place and all employees are responsible for managing relationship within their area of responsibility | -                                      | -  | -        | -                                      | -  | -        |
| Investors (other than shareholders)               |   | -                                      | -  | -        | -                                      | -  | -        |
| Shareholders                                      | Yes (Note :1)   | 4                                      | -  | Resolved | 2                                      | -  | Resolved |
| Employees & workers                               | Yes (Note:2)  | -                                      | -  | -        | -                                      | -  | -        |
| Customers   | Yes, we have grievance redressal mechanism at place and all employees are responsible for managing relationship within their area of responsibility | 88                                     | -  | Resolved | 123                                    | -  | Resolved |
| Value Chain Partners                              |   | -                                      | -  | -        | -                                      | -  | -        |

**Note 1:** Company is following strong Grievance Redressal Mechanism and has separate Committee of Directors i.e., Stakeholders Relationship Committee;

**Note 2:** <https://www.laopala.in/img/investors/pdf/Investors-relations/Policies/8-whistle-blower-policy.pdf>

## 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:-

| Sl. No. | Material issue identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk/opportunity   | In case of risk, approach to adapt or mitigate  | Financial implications of the risk or opportunity (Indicate positive or negative implications)   |
|---------|---------------------------|--|--|---|--|
| 1.      | GHG Emissions             | Risk                                       | With increase in production GHG emission will go up.   | Use of technology to reduce GHG emission  | Negative - To set up improved and efficient system and processes to reduce the GHG Emissions.  |
| 2.      | Waste Management          | Opportunity                                | We have a robust recycling process already in place with an intent to reduce plastic and cardboard. Glass waste is 100 % recycled. We have government authorized vendors which collect our wastage as per PCB norms. | Not Applicable  | Positive – The waste generated is recycled and used back in our processes. The energy is saved due to glass recycling as cullet melts at lower temperature resulting in reduction in emission. |
| 3.      | Water Management          | Risk                                       | Water being a finite resource will pose a risk to the operations of our business.  | We have a community led water management and conservation projects. Rainwater harvesting is being practiced at our manufacturing locations. | Neutral – No financial implication is foreseen in the near future. We are taking efforts to ensure efficient water management to avoid it becoming an unsolvable issue.                        |
| 4.      | Energy Management         | Opportunity                                | Processes and systems are in place to ensure maximum energy efficiency and this will be continuously improved.   | Not Applicable  | Positive – Any cost put for improving the energy management system will fetch positive outcomes and reduced cost in the long run.  |
| 5.      | CSR                       | Opportunity                                | Need Assessment done prior to project execution gives us the voice and stance of the community along with their consent to operate.  | Not Applicable  | Positive – The Benefits of our CSR endeavours bring to the community generates goodwill and enhances our reputation thereby having long term goodwill.   |

| Sl. No. | Material issue identified  | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk/opportunity   | In case of risk, approach to adapt or mitigate  | Financial implications of the risk or opportunity (Indicate positive or negative implications)   |
|---------|----------------------------|--|--|---|--|
| 6.      | Human Rights               | Risk                                       | Changing regulations around human rights pose as a challenge.  | We put in substantial effort and ensure that no human right violations are ensured in the entire line of our business.            | Negative - Any violation can lead to severe reputational and financial risk for the organization.  |
| 7.      | Employee Health and Safety | Risk                                       | This can lead to decreased productivity.   | Many efforts and initiatives have been put in place to ensure employee health and safety.   | Neutral - Any cost put towards employee health and safety will yield positive results in the long term.  |
| 8.      | Labour practices           | Risk                                       | Changing regulation around Labour practices pose as a challenge.   | We put in substantial efforts to ensure that we comply with all requirements of Labour law and go beyond it as well.              | Negative – Workplace injury or accidents or incidents can result in higher number of litigations and compensations to be given towards the same. |
| 9       | Climate Change Strategy    | Risk                                       | Climate change can have adverse impact on our business and not having a correct strategy or its right implementation will severely affect the business continuity. | Having a specific, measurable and smart approach toward climate change shall ensure the long-term sustainability of our business. | Neutral - Cost undertaken to mitigate the impact of climate change.  |
| 10.     | Supply chain management    | Opportunity                                | Setting up a resilient supply chain has helped us in business continuity.  | Not Applicable  | Positive – Building resilience in our supply chain has helped us fetch long term results.  |
| 11.     | Consumer welfare           | Opportunity                                | To distinguish ourselves as market leaders and most preferred consumer brand.  | Not Applicable  | Positive - Goodwill amongst consumers will convert into product sales.   |
| 12.     | Governance                 | Opportunity                                | To build upon our organizational strategy for championing success.   | Not Applicable  | Positive – In transforming our business and levelling it up.   |

| Sl. 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)                        |
|---------|-------------------------------|--|--|---|---|
| 13.     | Product life cycle Assessment | Opportunity                                | This will enable us to understand the overall environmental impact of our products and chalk out effective mitigation action plans in case of any negative environmental impact. | Not Applicable  | Positive – Any cost we incur to conduct the life cycle assessment will yield positive results for us in the long run. |
| 14.     | Raw material sourcing         | Risk                                       | Our raw materials are very critical to the kind of products we manufacture   | To look for substitutes of particular raw materials in instances of unavailability. | Negative – The implications of this may result in increase of cost.   |

## 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 |
|---|--|----|----|----|----|----|----|----|----|
| Policy and management processes   |  |    |    |    |    |    |    |    |    |
| 1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)  | Y  | Y  | Y  | Y  | Y  | Y  | Y  | Y  | Y  |
| b. Has the policy been approved by the Board? (Yes/No)  | Y  | Y  | Y  | Y  | Y  | Y  | Y  | Y  | Y  |
| c. Web Link of the Policies, if available   | Policies can be accessed on the website of the Company under "Investor Relations" at <a href="https://www.laopala.in/investors/investor-relations/policies">https://www.laopala.in/investors/investor-relations/policies</a> |    |    |    |    |    |    |    |    |
| 2. Whether the entity has translated the policy into procedures. (Yes / No)   | Y  | Y  | Y  | Y  | Y  | Y  | Y  | Y  | Y  |
| 3. Do the enlisted policies extend to your value chain partners? (Yes/No)   | Yes, wherever appropriate  |    |    |    |    |    |    |    |    |
| 4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. | The principles contained reference to various Act and Regulations issued by Government Legislatives and also confirm in tune of International Standards like ISO 9001.   |    |    |    |    |    |    |    |    |
| 5. Specific commitments, goals and targets set by the entity with defined timelines, if any.  | The company intends to achieve Zero waste to landfill and Zero effluent discharge targets while moderating water consumption intensity.  |    |    |    |    |    |    |    |    |
| 6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.   | The Company runs a relatively clean business with negligible emission or effluents being generated.  |    |    |    |    |    |    |    |    |

### Governance, leadership and oversight

|    |  |
|----|--|
| 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)<br>The Company endeavours to continuously strive towards sustainability accompanied with growth and believe that its success would be determined to a great extent by it's proactive response to it's environmental, social and governance targets and achievements. Refer ESG section (Page No 28) of the Annual Report. |
| 8. | Details of the highest authority responsible for implementation and oversight of the Business Responsibility Policy (ies).<br>Board of Directors   |
| 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.<br>The CSR Committee which is a board-level committee is responsible for reviewing and monitoring the Company's sustainability initiatives.   |

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

| Subject for Review   | Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee   | Frequency (Annually / Half yearly/ Quarterly/ Any other – please specify) |    |    |    |    |    |    |    |    |
|--|---|---|----|----|----|----|----|----|----|----|
|  |   | P1  | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
| Performance against above policies and follow up action  | All the Policies of the Company are approved by the Board and reviewed periodically or on a need basis.<br>The compliance is checked quarterly and policies are updated as and when required. |   |    |    |    |    |    |    |    |    |
| Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances |   |   |    |    |    |    |    |    |    |    |

|   |    |    |    |    |    |    |    |    |    |
|---|----|----|----|----|----|----|----|----|----|
| 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 | No | No | No | No | No | No | No | 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

## 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 programmes held | Topics / principles covered under the training and its impact | % age of persons in respective category covered by the awareness programmes |
|-----------------------------------|--|---|---|
| Board of Directors                | 1  | Familiarization programs conducted for the directors          | 100%  |
| Key Managerial Personnel          | Nil  | Nil   | Nil   |
| Employees other than BOD and KMPs | NIL  | Nil   | Nil   |
| Workers                           | 52   | Health & Safety, Skill upgradation & others                   | 100%  |

**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 the SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):-**

| Monetary        | NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Amount (In INR) | Brief of the Case | Has an appeal been preferred? (Yes/No) |
|-----------------|-----------------|---|-----------------|-------------------|--|
| Penalty/Fine    | -               | -   | -               | -                 | -                                      |
| Settlement      | -               | -   | -               | -                 | -                                      |
| Compounding Fee | -               | -   | -               | -                 | -                                      |

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

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

| Case Details   | Name of the regulatory/ enforcement agencies/ judicial institutions |
|----------------|---|
| 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 a Code of Conduct for all levels of Employees which inter-alia requires conformity with professional standards of personal integrity, honesty and ethical conduct which is implemented and monitored at departmental level.

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

| Segment   | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|-----------|--|---|
| Directors | Nil                                    | Nil                                     |
| KMPs      | Nil                                    | Nil                                     |
| Employees | Nil                                    | Nil                                     |
| Workers   | Nil                                    | Nil                                     |

**6. Details of Complaints with regard to conflict of interest: -**

| Segment  | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|--|--|---|
| Number of Complaints received in relation to issues of conflict of Interest of the Directors | Nil                                    | Nil                                     |
| Number of Complaints received in relation to issues of Conflict of Interest of the KMPs      | Nil                                    | Nil                                     |

**7. Provide details of any corrective action or underway on issues relating to fines / penalties / action taken by regulators / law enforcement agencies / judicial institutions, complaints with regard to conflict of interest:**

Not Applicable

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

| Segment                             | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|-------------------------------------|--|---|
| Number of days of accounts payables | 27 days                                | 62 days                                 |

**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<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|----------------------------|---|--|---|
| 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                                  | 71%                                    | 66%                                     |
|                            | b. Number of dealers / distributors to whom sales are made                              | 288                                    | 263                                     |
|                            | c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors | 17%                                    | 19%                                     |

| Parameter        | Metrics  | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|------------------|--|--|---|
| Share of RPTs in | a. Purchases (Purchases with related parties / Total Purchases)                          | Nil                                    | Nil                                     |
|                  | b. Sales (Sales to related parties / Total Sales)  | Nil                                    | Nil                                     |
|                  | c. Loans & advances (Loans & advances given to related parties / Total loans & advances) | Nil                                    | Nil                                     |
|                  | d. Investments (Investments in related parties / Total Investments made)                 | Nil                                    | Nil                                     |

### Leadership Indicators

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

| Total number of awareness Programmes | Topics / principles covered under the Training | %age of value chain Partners covered (by value of Business done with such partners) under the awareness programmes |
|--------------------------------------|--|--|
| -                                    | -  | -  |

#### 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, the Company has policy on Code of Conduct for Board Members and Senior Management Personnel which requires the persons to avoid any conflict of interest with the Company and to make adequate disclosures.

### 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.

| Segment | FY 2023-24<br>(Current Financial Year)   | FY 2022-23<br>(Previous Financial Year) | Details of improvements in environmental and social impacts |
|---------|--|---|---|
| R&D     | The Company is continuously reviewing its production parameters to have a better impact on environment. The expenses incurred for such matters are not bifurcated among R&D and Capex initiatives for environment. |   |   |
| CAPEX   |  |   |   |

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

Yes, the Company has an effective forecast system enabling purchase of raw materials based on sales forecast and trends in domestic and international market to ensure optimal raw materials.

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

17.92% of inputs were 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.

- ❖ Plastic waste is recycled through EPR.
- ❖ E-waste is identified and kept separately for disposal to recyclers.
- ❖ Hazardous waste generated is kept safely and disposed to State PCB.
- ❖ Other wastes are safely disposed off.

#### 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. The waste collection plan is in line with the EPR plan submitted to 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?

| NIC Code  | Name of Product / Service | % of total Turnover contributed | Boundary for which the Life Cycle Perspective / Assessment was conducted | Whether conducted by independent external agency (Yes/No) | Results communicated in public domain (Yes/No) If yes, provide the web-link. |
|---|---------------------------|---------------------------------|--|---|--|
| The Company intends to do Life Cycle Assessment for its products in future. |                           |                                 |  |   |  |

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.

| Name of Product / Service   | Description of the risk | Action Taken |
|-----------------------------|-------------------------|--------------|
| No Risk has been identified |                         |              |

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<br>(Current Financial Year)               | FY 2022-23<br>(Previous Financial Year) |
| Glass Cullet            | 31.70%   | 29.32%                                  |

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:

| Particular                     | FY 2023-24<br>(Current Financial Year)        |          |                 | FY 2022-23<br>(Previous Financial Year) |          |                          |
|--------------------------------|---|----------|-----------------|---|----------|--------------------------|
|                                | Re-Used                                       | Recycled | Safely Disposed | Re-Used                                 | Recycled | Safely Disposed          |
| Plastics (including packaging) | -   | -        | 18.36 MT        | -                                       | -        | CPCB fixed<br>46.0845 MT |
| E-waste                        | Quantity not recorded but safely disposed off |          |                 |   |          |                          |
| Hazardous waste                | -   | -        | 20.27 MT        | -                                       | -        | 19.38 MT                 |
| Other waste                    | -   | -        | 387.97 MT       | -                                       | -        | 488.10 MT                |

5. Reclaimed products and their packaging materials (as % 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: FY 2023-24**

| 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                                  | 447                       | Medical Allowance is provided to employees for Health Insurance | -         | -                  | N.A       | N A                | -         | -                  | -         | -                   |           |
| Female                                | 5                         |   | -         | -                  | -         | -                  | N.A       | NA                 | -         | -                   |           |
| <b>Total</b>                          | <b>452</b>                |   | -         | -                  | -         | -                  | -         | -                  | -         | -                   |           |
| <b>Other than Permanent Employees</b> |                           |   |           |                    |           |                    |           |                    |           |                     |           |
| Male                                  | -                         | -   | -         | -                  | -         | -                  | -         | -                  | -         | -                   |           |
| Female                                | -                         | -   | -         | -                  | -         | -                  | -         | -                  | -         | -                   |           |
| <b>Total</b>                          | <b>-</b>                  | <b>-</b>  | <b>-</b>  | <b>-</b>           | <b>-</b>  | <b>-</b>           | <b>-</b>  | <b>-</b>           | <b>-</b>  | <b>-</b>            |           |

**b Details of measures for the well-being of Workers: FY 2023-24**

| 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 Workers</b>            |                           |  |           |                    |           |                    |           |                    |           |                     |           |
| Male                                | 588                       | ESI facility provided to workers covers their Health Insurance | -         | -                  | N.A       | N A                | -         | -                  | -         | -                   |           |
| Female                              | 116                       |  | -         | -                  | -         | -                  | N.A       | NA                 | -         | -                   |           |
| <b>Total</b>                        | <b>704</b>                |  | -         | -                  | -         | -                  | -         | -                  | -         | -                   |           |
| <b>Other than Permanent Workers</b> |                           |  |           |                    |           |                    |           |                    |           |                     |           |
| Male                                | 304                       | ESI facility provided to workers covers their Health Insurance | -         | -                  | N.A       | N A                | -         | -                  | -         | -                   |           |
| Female                              | 63                        |  | -         | -                  | -         | -                  | N.A       | NA                 | -         | -                   |           |
| <b>Total</b>                        | <b>367</b>                |  | -         | -                  | -         | -                  | -         | -                  | -         | -                   |           |

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

| Segment   | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|---|--|---|
| Cost incurred on well-being measures as a % of total revenue of the company | 0.23%                                  | 0.18%                                   |

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

| Benefits | FY 2023-24<br>(Current Financial Year)             |  |  | FY 2022-23<br>(Previous Financial Year)            |  |  |
|----------|--|--|--|--|--|--|
|          | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) |
| PF       | 100%   | 100%   | Yes  | 100%   | 100%   | Yes  |
| Gratuity | 100%   | 100%   | Yes  | 100%   | 100%   | Yes  |
| ESI      | 25.00%   | 100%   | Yes  | 22.27%   | 100%   | Yes  |

## 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, as applicable.

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

The Company is an equal opportunity employer. We treat all job applicants fairly and do not support any form of unlawful discrimination between race, sex, religion, age, disability, national origin or other such factors.

## 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   | NA                  | NA             | NA                  | NA             |
| Female | 100%                | 100%           | 100%                | 100%           |

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

|                                | (If Yes, then give details of the mechanism in brief)   |
|--------------------------------|---|
| Permanent Workers              | The Company has a Vigil Mechanism/Whistle Blower Policy in place which provides guidance to raise a complaint in case of any concern. The policy is updated on the website of the Company and accessible at <a href="https://www.laopala.in/img/investors/pdf/Investors-relations/Policies/8-whistle-blower-policy.pdf">https://www.laopala.in/img/investors/pdf/Investors-relations/Policies/8-whistle-blower-policy.pdf</a> |
| Other than Permanent Workers   | Not Applicable as non-permanent workers are contracted through third party and their grievances redressal mechanism rest with the contractor.   |
| Permanent Employees            | The Company has a whistle blower policy in place which provides guidance to raise a complaint in case of any concern.   |
| Other than Permanent Employees | Not Applicable as non-permanent workers are contracted through third party and their grievances redressal mechanism rest with the contractor.   |

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

| Benefits                         | FY 2023-24<br>(Current Financial Year)               |  |              | FY 2022-23<br>(Previous Financial Year)              |  |              |
|----------------------------------|--|--|--------------|--|--|--------------|
|                                  | Total employees / workers in respective category (A) | No. of employees / workers in respective category, who are part of association(s) or Union (B) | % (B / A)    | Total employees / workers in respective category (C) | No. of employees / workers in respective category, who are part of association(s) or Union (D) | % (D / C)    |
| <b>Total Permanent Employees</b> | <b>452</b>   | <b>-</b>   | <b>0</b>     | <b>467</b>   | <b>-</b>   | <b>0</b>     |
| Male                             | 447  | -  | 0            | 461  | -  | 0            |
| Female                           | 5  | -  | 0            | 6  | -  | 0            |
| <b>Total Permanent Workers</b>   | <b>704</b>   | <b>25</b>  | <b>3.55%</b> | <b>717</b>   | <b>36</b>  | <b>5.02%</b> |
| Male                             | 588  | 25   | 4.25%        | 619  | 36   | 5.81%        |
| Female                           | 116  | -  | 0            | 98   | -  | 0            |

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

| Category         | FY 2023-24<br>(Current Financial Year) |                               |               |                      |           | FY 2022-23<br>(Previous Financial Year) |                               |               |                      |           |
|------------------|--|-------------------------------|---------------|----------------------|-----------|---|-------------------------------|---------------|----------------------|-----------|
|                  | Total (A)                              | On Health and safety measures |               | On Skill upgradation |           | Total (D)                               | On Health and safety measures |               | On Skill upgradation |           |
|                  |  | No. (B)                       | % (B / A)     | No. (C)              | % (C / A) |   | No. (E)                       | % (E / D)     | No. (F)              | % (F / D) |
| <b>Employees</b> |  |                               |               |                      |           |   |                               |               |                      |           |
| Male             | 447                                    | 254                           | 56.82%        | -                    | -         | 461                                     | 267                           | 57.92%        | -                    | -         |
| Female           | 5                                      | -                             | -             | -                    | -         | 6                                       | 4                             | 66.67%        | -                    | -         |
| <b>Total</b>     | <b>452</b>                             | <b>254</b>                    | <b>56.19%</b> | <b>-</b>             | <b>-</b>  | <b>467</b>                              | <b>271</b>                    | <b>58.03%</b> | <b>-</b>             | <b>-</b>  |
| <b>Workers</b>   |  |                               |               |                      |           |   |                               |               |                      |           |
| Male             | 588                                    | 180                           | 31.97%        | -                    | -         | 619                                     | 385                           | 62.20%        | -                    | -         |
| Female           | 116                                    | 98                            | 84.48%        | -                    | -         | 98                                      | 60                            | 61.22%        | -                    | -         |
| <b>Total</b>     | <b>704</b>                             | <b>278</b>                    | <b>39.49%</b> | <b>-</b>             | <b>-</b>  | <b>717</b>                              | <b>445</b>                    | <b>62.06%</b> | <b>-</b>             | <b>-</b>  |

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

| Category         | FY 2023-24<br>(Current Financial Year) |            |             | FY 2022-23<br>(Previous Financial Year) |            |             |
|------------------|--|------------|-------------|---|------------|-------------|
|                  | Total (A)                              | No. (B)    | % (B / A)   | Total (C)                               | No. (D)    | % (D / C)   |
| <b>Employees</b> |  |            |             |   |            |             |
| Male             | 447                                    | 447        | 100%        | 461                                     | 461        | 100%        |
| Female           | 5                                      | 5          | 100%        | 6                                       | 6          | 100%        |
| <b>Total</b>     | <b>452</b>                             | <b>452</b> | <b>100%</b> | <b>467</b>                              | <b>467</b> | <b>100%</b> |
| <b>Workers</b>   |  |            |             |   |            |             |
| Male             | 588                                    | 588        | 100%        | 619                                     | 619        | 100%        |
| Female           | 116                                    | 116        | 100%        | 98                                      | 98         | 100%        |
| <b>Total</b>     | <b>704</b>                             | <b>704</b> | <b>100%</b> | <b>717</b>                              | <b>717</b> | <b>100%</b> |

**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. Health Centre and Restrooms have been established and the Company is focused on physical health and well-being of its employees. Fire safety equipment like fire and smoke detectors, fire extinguishers & sprinklers are installed at plant premises. The first aid box is maintained at all plants for medical requirements.

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

Yes, the Company has a mechanism to identify work related hazards and assess risks on a routine basis. For non-routine activities work permit system is in place.

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

Yes, all workers can reach out to management to address their concerns.

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

Yes, medical advice is available for workers and employees at plant level and qualified medical and paramedical staff accessible to all the employees for first aid and day to day health care.

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

| Safety Incident/Number  | Category  | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|---|-----------|--|---|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employees | -                                      | -                                       |
|   | Workers   | -                                      | -                                       |
| Total recordable work-related injuries  | Employees | -                                      | -                                       |
|   | Workers   | -                                      | -                                       |
| No. of fatalities   | Employees | -                                      | -                                       |
|   | Workers   | -                                      | -                                       |
| High consequence work-related injury or ill-health (excluding fatalities)     | Employees | -                                      | -                                       |
|   | Workers   | -                                      | -                                       |

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

The Company emphasizes on the importance of maintain safe and healthy workplace for all employees. The Company conducts safety awareness programs and has formed Safety Committee for well-being of its employees. The equipment of the Company is being periodically checked.

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

| Category           | FY 2023-24<br>(Current Financial Year) |                                       |         | FY 2022-23<br>(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 | 0                                      | 0                                     | --      | 0                                       | 0                                     | -       |
| Health & Safety    | 0                                      | 0                                     | --      | 0                                       | 0                                     | -       |

**14. Assessments for the year:**

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



**15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.**

No significant risk or concern arising from assessment.

**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).**

(A) Yes (B) Yes.

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

Continuous monitoring of Channel 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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

| Category  | Total no. of affected employees/<br>workers |  | No. of employees/workers that are<br>rehabilitated and placed in suitable<br>employment or whose family<br>members have been placed in suitable<br>employment |  |
|-----------|---|--|---|--|
|           | FY 2023-24<br>(Current Financial<br>Year)   | FY 2022-23<br>(Previous Financial<br>Year) | FY 2023-24<br>(Current Financial<br>Year)   | FY 2022-23<br>(Previous Financial<br>Year) |
| Employees | N.A   | N.A  | N.A   | N.A  |
| Workers   | N.A   | N.A  | N.A   | N.A  |

**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.

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

|                             | % of value chain partners (by value of business<br>done with such partners) that were assessed |
|-----------------------------|--|
| Health and safety practices | -  |
| Working Conditions          | -  |

**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.**

None.

## PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stake holders

### Essential Indicators

#### 1. Describe the processes for identifying key stake holder groups of the entity.

Stake holders are identified as persons who add value to the business chain. The company has identified investors, shareholders, customers, employees and vendors as its stake holder group.

#### 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) | Channel of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other | Frequency of engagement (Annually/ Half yearly/ Quarterly/ other-please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|-------------------------|--|--|--|---|
| Investors/ Shareholders | No   | E-mail, Website, General meetings, Newspaper & Stock Exchange Disclosures  | Annual, periodic   | Refund/Dividend/ Update/Queries   |
| Customers               | No   | E-mail, Website, Newspaper and Advertisements  | Regularly  | Query & Grievance Redressal   |
| Vendors                 | No   | E-mail/Website   | Regularly  | Query & Grievance Redressal   |
| Employees               | No   | E-mail/Notice Board  | Regularly  | Query & Grievance Redressal   |

### 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 Stakeholders Relationship Committee headed by the Independent Director reviews the issues raised by 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 in to policies and activities of the entity.

No

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

The company involves consultations with stakeholders and tries to address their concern.

**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<br>(Current Financial Year) |                                       |           | FY 2022-23<br>(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              | 452                                    | -                                     | 0%        | 467                                     | -                                     | 0%        |
| Other than permanent   | -                                      | -                                     | 0%        | -                                       | -                                     | 0%        |
| <b>Total Employees</b> | <b>452</b>                             | <b>-</b>                              | <b>0%</b> | <b>467</b>                              | <b>-</b>                              | <b>0%</b> |
| <b>Workers</b>         |  |                                       |           |   |                                       |           |
| Permanent              | 704                                    | -                                     | 0%        | 717                                     | -                                     | 0%        |
| Other than permanent   | 367                                    | -                                     | 0%        | 388                                     | -                                     | 0%        |
| <b>Total Workers</b>   | <b>1071</b>                            | <b>-</b>                              | <b>0%</b> | <b>1105</b>                             | <b>-</b>                              | <b>0%</b> |

2. Details of minimum wages paid to employees and workers:

| Category                              | FY 2023-24<br>(Current Financial Year) |                       |           |                        |         | FY 2022-23<br>(Previous Financial Year) |                       |           |                        |           |
|---------------------------------------|--|-----------------------|-----------|------------------------|---------|---|-----------------------|-----------|------------------------|-----------|
|                                       | Total (A)                              | Equal to Minimum Wage |           | More than Minimum Wage |         | Total (D)                               | Equal to Minimum Wage |           | More than Minimum Wage |           |
|                                       |  | Number (B)            | % (B / A) | Number (C)             | % (C/A) |   | Number (E)            | % (E / D) | Number (F)             | % (F / D) |
| <b>Employees</b>                      |  |                       |           |                        |         |   |                       |           |                        |           |
| <b>Permanent</b>                      |  |                       |           |                        |         |   |                       |           |                        |           |
| Male                                  | 447                                    | 0                     | 0%        | 447                    | 100%    | 461                                     | 0                     | 0%        | 461                    | 100%      |
| Female                                | 5                                      | -                     | 0%        | 5                      | 100%    | 6                                       | -                     | 0%        | 6                      | 100%      |
| <b>Other than Permanent Employees</b> |  |                       |           |                        |         |   |                       |           |                        |           |
| Male                                  | -                                      | -                     | 0%        | -                      | 0%      | -                                       | -                     | 0%        | -                      | 0%        |
| Female                                | -                                      | -                     | 0%        | -                      | 0%      | -                                       | -                     | 0%        | -                      | 0%        |

| Category                            | FY 2023-24<br>(Current Financial Year) |                       |           |                        |         | FY 2022-23<br>(Previous Financial Year) |                       |           |                        |           |
|-------------------------------------|--|-----------------------|-----------|------------------------|---------|---|-----------------------|-----------|------------------------|-----------|
|                                     | Total (A)                              | Equal to Minimum Wage |           | More than Minimum Wage |         | Total (D)                               | Equal to Minimum Wage |           | More than Minimum Wage |           |
|                                     |  | Number (B)            | % (B / A) | Number (C)             | % (C/A) |   | Number (E)            | % (E / D) | Number (F)             | % (F / D) |
| <b>Workers</b>                      |  |                       |           |                        |         |   |                       |           |                        |           |
| <b>Permanent</b>                    |  |                       |           |                        |         |   |                       |           |                        |           |
| Male                                | 588                                    | 203                   | 35%       | 385                    | 65%     | 619                                     | 206                   | 33%       | 413                    | 67%       |
| Female                              | 116                                    | 116                   | 100%      | -                      | 0%      | 98                                      | 98                    | 100%      | -                      | 0%        |
| <b>Other than Permanent Workers</b> |  |                       |           |                        |         |   |                       |           |                        |           |
| Male                                | 304                                    | 304                   | 100%      | -                      | 0%      | 324                                     | 324                   | 100%      | -                      | 0%        |
| Female                              | 63                                     | 63                    | 100%      | -                      | 0%      | 64                                      | 64                    | 100%      | -                      | 0%        |

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 (Per Month) | Number | Median remuneration/ salary/ wages of respective category (Per Month) |
| Board of Directors (BOD)         | 2      | 44,42,375   | 1      | 12,53,132   |
| Key Managerial Personnel         | 1      | 5,13,273  | 1      | 1,00,095  |
| Employees other than BOD and KMP | 444    | 35,231  | 3      | 50,591  |
| Workers                          | 588    | 12,813  | 116    | 12,813  |

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

| Safety Incident/Number                          | FY 2023-24 (Current Financial Year) | FY 2022-23 (Previous Financial Year) |
|---|-------------------------------------|--------------------------------------|
| Gross wages paid to females as % of total wages | 14.25%                              | 12.93%                               |

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)

All employees can reach out to management to address their concerns.

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

The Company has a Vigil Mechanism/Whistle Blower Policy that encourages its employees to raise concern about the violation of and can also approach directly to the Chairman of the Audit Committee of the Company.

6. 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 |
| Sexual Harassment                 |                                     |                                       |         |                                      |                                       |         |
| Discrimination at workplace       |                                     |                                       |         |                                      |                                       |         |
| Child Labour                      |                                     |                                       |         |                                      |                                       |         |
| Forced Labour/ Involuntary Labour |                                     |                                       |         |                                      |                                       |         |
| Wages                             |                                     |                                       |         |                                      |                                       |         |
| Other human rights related issues |                                     |                                       |         |                                      |                                       |         |

No complain has been received under these categories

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

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

No complain has been received under these categories

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

In terms of Vigil Mechanism/Whistle Blower Policy and the Policy on Sexual Harassment all parties concerned / involved in the process of investigation are to maintain strict confidentiality of all matters under the policies and also provides for protection of the complainant against victimization.

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

Yes, as per Labour Laws.

**10. Assessments for the year:**

| Category                    | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|-----------------------------|---|
| Child labour                | Nil   |
| Forced/involuntary labour   | Nil   |
| Sexual harassment           | Nil   |
| Discrimination at workplace | Nil   |
| Wages                       | Nil   |
| Others – please specify     | Nil   |

**11. Provide details of any corrective actions taken or under way to address significant risks/ concerns arising from the assessments at Question 10 above - Not Applicable**

**Leadership Indicators**

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

None.

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

No human rights due-diligence was conducted during the reporting period.

**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.

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

| Category                    | % of value chain partners (by value of business done with such partners) that were assessed |
|-----------------------------|---|
| Sexual Harassment           | Nil   |
| Discrimination at workplace | Nil   |
| Child Labour                | Nil   |
| Forced Labour/Involuntary   | Nil   |
| Wages                       | Nil   |
| Others – please specify     | Nil   |

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

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   | Unit    | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|---|---------|--|---|
| <b>From renewable sources</b>   |         |  |   |
| Total electricity consumption (A)   | -       | -                                      | -                                       |
| Total fuel consumption (B)  | -       | -                                      | -                                       |
| Energy consumption through other sources (C)  | -       | -                                      | -                                       |
| <b>Total energy consumed from renewable sources (A+B+C)</b>   | -       | -                                      | -                                       |
| <b>From non-renewable sources</b>   |         |  |   |
| Total electricity consumption (D)   | KWH     | 6,07,83,300                            | 6,85,75,990                             |
| Total fuel consumption (E)  | KWH     | 8,76,878                               | 15,32,937                               |
| Energy consumption through other sources (F)  | -       | -                                      | -                                       |
| <b>Total energy consumed from non-renewable sources (D+E+F)</b>   | KWH     | 6,16,60,178                            | 7,01,08,927                             |
| <b>Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)</b>   | KWH/INR | 0.017                                  | 0.015                                   |
| <b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b><br>(Total water consumption / Revenue from operations adjusted for PPP) | KWH/INR | 0.017                                  | 0.015                                   |
| <b>Energy intensity in terms of physical output (In Kg)</b>   | -       | 2.38                                   | 2.54                                    |

**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 verification has been carried out by external agency.

**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<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|--|--|---|
| <b>Water withdrawal by source (in kiloliters)</b>                        |  |   |
| (i) Surface water  | -                                      | -                                       |
| (ii) Groundwater   | 57,384                                 | 59,967                                  |
| (iii) Third party water  | -                                      | -                                       |
| (iv) Sea (water/desalinated water)                                       | -                                      | -                                       |
| (v) Others   | -                                      | -                                       |
| <b>Total volume of water withdrawal (in kilolitres) (i+ii+iii +iv+v)</b> | <b>57,384</b>                          | <b>59,967</b>                           |
| <b>Total volume of water consumption (in kilolitres)</b>                 | <b>47,999</b>                          | <b>48,651</b>                           |

| Parameter   | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|---|--|---|
| Water intensity per rupee of turnover (Total water consumption/ Revenue from operations) (Litre/INR)  | .000013                                | 0.000011                                |
| <b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b><br>(Total water consumption / Revenue from operations adjusted for PPP) (Litre/INR) | .000013                                | 0.000011                                |
| <b>Water intensity in terms of physical output (In M/t)</b>   | <b>1.97</b>                            | <b>1.65</b>                             |

**Note:** Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) : No independent verification has been carried out by external agency.

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

| Parameter  | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|--|--|---|
| <b>Water discharge by destination and level of treatment (in kilolitres)</b> |  |   |
| (i) To Surface water   |  |   |
| - No treatment   | -                                      | -                                       |
| - With treatment – please specify level of treatment - ETP                   | 275                                    | 366                                     |
| (ii) To Groundwater  |  |   |
| - No treatment   | -                                      | -                                       |
| - With treatment – please specify level of treatment                         | -                                      | -                                       |
| (iii) To Seawater  |  |   |
| - No treatment   | -                                      | -                                       |
| - With treatment – please specify level of treatment                         | -                                      | -                                       |
| (iv) Sent to third-parties   |  |   |
| - No treatment   | -                                      | -                                       |
| - With treatment – please specify level of Treatment                         | 9,110                                  | 10,950                                  |
| (v) Others   |  |   |
| - No treatment   | -                                      | -                                       |
| - With treatment – please specify level of Treatment                         | -                                      | -                                       |
| <b>Total water discharged (in kilo liters)</b>                               | <b>9,385</b>                           | <b>11,316</b>                           |

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

Not Applicable.

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

| Parameter                           | Unit   | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|-------------------------------------|--------|--|---|
| NOx                                 | Mg/Mm3 | 20.65                                  | 28.03                                   |
| SOx                                 | Mg/Mm3 | 9.85                                   | 13.96                                   |
| Particulate matter (PM)             | Mg/Mm3 | 76.83                                  | 89.95                                   |
| Persistent organic Pollutants (POP) | -      | 42.57                                  | 50.03                                   |
| Volatile organic Compounds (VOC)    | -      | ND                                     | ND                                      |
| Hazardous air Pollutants (HAP)      | -      | ND                                     | ND                                      |
| Others—please specify               | -      | -                                      | -                                       |

**ND : Not Detected**

**Note:** Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) : No independent verification has been carried out by external agency.

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

| Parameter  | Unit                            | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|--|---------------------------------|--|---|
| Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)   | Metric tonnes of CO2 equivalent | 7,371                                  | 17,645                                  |
| Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)   | Metric tonnes of CO2 equivalent | 33,767                                 | 29,123                                  |
| Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)   | -                               | 0.000011                               | 0.000010                                |
| Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP) | -                               | 0.000011                               | 0.000010                                |
| Total Scope 1 and Scope 2 emission intensity in terms of physical output (In M/t)  | -                               | 1.69                                   | 1.59                                    |

Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N): No independent verification has been carried out by external agency.

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

Yes, the company has taken several environmental initiatives such as

- i. Conduction of Plantation Drive
- ii. Procurement of Energy efficient machines



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

| Parameter  | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|--|--|---|
| <b>Total Waste generated (in metric tonnes)</b>  |  |   |
| Plastic waste (A)  | 18.36                                  | -                                       |
| E-waste (B)  | -                                      | -                                       |
| Bio-medical waste (C)  | -                                      | -                                       |
| Construction and demolition Waste (D)  | -                                      | -                                       |
| Battery waste (E)  | -                                      | -                                       |
| Radioactive waste (F)  | -                                      | -                                       |
| Other Hazardous waste. Please specify, if any. (G) :   |  |   |
| Black used oil & Sludge  | 20.27                                  | 19.38                                   |
| Other Non-hazardous waste generated (H).<br>Please specify, if any.<br>(Break-up by composition i.e. by materials relevant to the sector)      | -                                      |   |
| Gutta, wet Paper & Mix Paper   | 387.97                                 | 488.10                                  |
| <b>Total (A+B+C+D+E+F+G+H)</b>   | <b>426.60</b>                          | <b>507.48</b>                           |
| <b>Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)</b>   | <b>.0000001</b>                        | <b>.0000001</b>                         |
| <b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b>  | <b>.0000001</b>                        | <b>.0000001</b>                         |
| <b>(Total waste generated / Revenue from operations adjusted for PPP)</b>  |  |   |
| <b>Waste intensity in terms of physical output (In M/t)</b>  | <b>0.02</b>                            | <b>0.02</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  |  |   |
| (i) Recycled   | -                                      | -                                       |
| (ii) Re-used   | 0.10                                   | -                                       |
| (iii) Other recovery operations  | -                                      | -                                       |
| <b>Total</b>   | <b>0.10</b>                            | <b>-</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   | -                                      | -                                       |
| (ii) Landfilling   | 18                                     | 18.10                                   |
| (iii) Other disposal operations  | 408.50                                 | 489.38                                  |
| <b>Total</b>   | <b>426.50</b>                          | <b>507.48</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 verification has been carried out by external agency

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.

Wastages are closely monitored and store wastes in designated areas only and it has systems in place for safe collection, transportation and disposal of the same.

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:

| Sl. No.        | Location of operations / offices | Type of operations | Whether the conditions of environmental approval/ clearance are being complied with? (Y/N)<br>If no, the reasons thereof and corrective action taken, if any |
|----------------|----------------------------------|--------------------|--|
| Not Applicable |                                  |                    |  |

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

Yes.

#### 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:

(i) Name of the area : Madhupur and Sitarganj

(ii) Nature of operations : Manufacturer of Opal and Crystal Glassware

(ii) Water withdrawal, consumption and discharge in the following format:

| Parameter  | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|--|--|---|
| <b>Water withdrawal by source (in kilolitres)</b>                              |  |   |
| (i) Surface water  | -                                      | -                                       |
| (ii) Groundwater   | 57,384                                 | 59,967                                  |
| (iii) Third party water  | --                                     | -                                       |
| (iv) Seawater/ desalinated water   | -                                      | -                                       |
| (v) Others   | -                                      | -                                       |
| <b>Total volume of water withdrawal (in kilolitres)</b>                        | 57,384                                 | 59,967                                  |
| <b>Total volume of water consumption (in kilolitres)</b>                       | 47,999                                 | 48,651                                  |
| Water intensity per rupee of turnover (Water consumed / turnover)              | 0.000013                               | 0.000011                                |
| Water intensity (optional) – the relevant metric may be selected by the entity |  |   |
| <b>Water discharge by destination and level of treatment (in kilolitres)</b>   |  |   |
| (i) Into Surface water   | -                                      | -                                       |
| - No treatment   | -                                      | -                                       |
| - With treatment – please specify level of Treatment- ETP                      | 275                                    | 366                                     |
| (ii) Into Groundwater  |  |   |
| - No treatment   | -                                      | -                                       |
| - With treatment – please specify level of Treatment                           | -                                      | -                                       |

| Parameter  | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|--|--|---|
| (iii) Into Seawater  |  |   |
| - No treatment   | -                                      | -                                       |
| - With treatment – please specify level of Treatment       | -                                      | -                                       |
| (iv) Sent to third-parties                                 |  |   |
| - No treatment   | -                                      | -                                       |
| - With treatment – please specify level of Treatment - ETP | 9,110                                  | 10,950                                  |
| (v) Others   |  |   |
| - No treatment   | -                                      | -                                       |
| - With treatment – please specify level of Treatment       | -                                      | -                                       |
| <b>Total water discharged (in kilolitres)</b>              | <b>9,385</b>                           | <b>11,316</b>                           |

**Note:** Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N): No independent verification has been carried out by external agency

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

| Parameter  | Unit                            | FY 2023-24<br>(Current Financial Year)                                 | FY 2022-23<br>(Previous Financial Year) |
|--|---------------------------------|--|---|
| Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available) | Metric tonnes of CO2 equivalent | The Company is yet to formulate its GHG Inventory for Scope 3 Emission |   |
| Total Scope 3 emissions per rupee of turnover  |                                 |  |   |
| Total Scope 3 emission intensity (optional) the relevant metric may be selected by the entity        |                                 |  |   |

**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:**

| Sl. No.        | Initiative undertaken | Details of the initiative (Web-link, if any, may be provided along-with summary) | Outcome of the initiative |
|----------------|-----------------------|--|---------------------------|
| Not Applicable |                       |  |                           |

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

No such specific plan is undertaken by the entity but the business service management department take care of such needs.

**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.**

Not Applicable.

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

Not Applicable.

**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 - 7
- 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 Chamber of Commerce                            | National   |
| 2      | All India Glass Manufacturers' Federation             | National   |
| 3      | CAPEXIL   | National   |
| 4      | Calcutta Chamber of Commerce                          | State  |
| 5      | Ficci Ladies Organisation, Kolkata Chapter            | State  |
| 6      | Kumaun Garhwal Chamber of Commerce & Industry         | State  |
| 7.     | Sitarganj Sidcul Industries Welfare Association       | State  |

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

| Name of authority  | Brief of the case | Corrective action taken |
|--|-------------------|-------------------------|
| There have been no cases of anti-competitive conduct during Financial Year 2023-2024 |                   |                         |

**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 |
|----------------|-------------------------|-----------------------------------|--|---|------------------------|
| Not Applicable |                         |                                   |  |   |                        |

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

**Essential Indicators**

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

| Name and brief details of project | SIA Notification No. | Date of notification | Whether conducted by independent external agency (Yes / No) | Results communicated in public domain (Yes / No) | Relevant Web Link |
|-----------------------------------|----------------------|----------------------|---|--|-------------------|
| 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) |
|--|--|-------|----------|---|--------------------------|---|
| The company does not have any ongoing project as such. |  |       |          |   |                          |   |

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

The Company engages with community members either directly or through its engagement team to understand the needs of the community and to capture any grievances. Communication of concerns and feedback are also encouraged to be sent by letter / email addressed to the Company.

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

| Parameter                                    | FY 2023-24<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|--|--|---|
| Directly sourced from MSMEs/ small producers | 23.61                                  | 23.99%                                  |
| Directly from within India                   | 82.08%                                 | 80.42%                                  |

**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<br>(Current Financial Year) | FY 2022-23<br>(Previous Financial Year) |
|--------------|--|---|
| Rural        | -                                      | -                                       |
| Semi-urban   | 62.52%                                 | 64.33%                                  |
| Urban        | 0.40%                                  | 0.49%                                   |
| Metropolitan | 37.08%                                 | 35.17%                                  |

**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:**

| State       | Aspirational District | Amount spent (In INR) |
|-------------|-----------------------|-----------------------|
| Uttarakhand | Udham Singh Nagar     | 26,00,000             |

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

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

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

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

| Sl. 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:**

| Sl. | CSR Project  | No. of persons benefitted from CSR Projects  | % of beneficiaries from vulnerable and marginalized group |
|-----|--|--|---|
| 1   | Contribution towards hospital development fund   | Number of persons benefitted from the CSR Project cannot be ascertained. 100% of the projects serve beneficiaries who are from the under privileged, marginalized, vulnerable and backward community of the society. |   |
| 2   | Contribution towards One Teacher School for development of tribals particularly education, health & economic welfare |  |   |
| 3   | Contribution towards construction of College (Mahila wing)   |  |   |
| 4   | Contribution towards social welfare activities in Rural Areas  |  |   |
| 5   | Contribution towards philanthropic activities  |  |   |
| 6   | Contribution towards research on SCA-12  |  |   |
| 7   | Contribution towards working with people with disability, Education etc.   |  |   |
| 8   | Promoting Health care  |  |   |
| 9   | Construction of School Building  |  |   |
| 10  | Contribution towards Computer installation   |  |   |
| 11  | Contribution towards running English Medium School   |  |   |
| 12  | Promotion of Education for Girls   |  |   |
| 13  | Renovation of Gaushala   |  |   |
| 14  | Promoting Health, Education, Self-Employment and Women Empowerment   |  |   |
| 15  | Protection of National Heritage  |  |   |
| 16  | Roti on Wheels   |  |   |
| 17  | Day Care and Vocational Programme for empowerment of persons with mental handicap and physically challenged persons  |  |   |

## 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.

The Company has landline numbers mentioned on the MRP panels of all its products and website along with an email address to assist customers in case of any grievance or query. If the customer calls, they are asked to send a mail. On receiving the mail from the customer, the first response is sent to them immediately with a unique complaint number generated. This is followed by a detailed mail correspondence or calls over the next 2-3 days to address their grievance and ensure speedy resolution to their satisfaction.

The detailed correspondence helps to resolve the genuine complaints by issuing replacements by the local area representatives or customer care officer at Head Office.

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

| Parameters  | As a percentage to total turnover   |
|---|---|
| Environmental and social parameters relevant to the product | 100% - Our Opalware & Glassware products are safe to the environment.                       |
| Safe and responsible usage                                  | 100% - Our Opalware & Glassware is 100% recyclable and is safe and non-polluting in nature. |
| Recycling and/or safe disposal                              | Our Opalware & Glassware products are 100% recyclable.                                      |

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

| Category                       | FY 2023-24<br>(Current Financial Year) |                                       |         | FY 2022-23<br>(Previous Financial Year) |                                       |         |
|--------------------------------|--|---------------------------------------|---------|---|---------------------------------------|---------|
|                                | Received during the year               | Pending resolution at the end of year | Remarks | Received during the year                | Pending resolution at the end of year | Remarks |
| Data privacy                   | NIL                                    | N.A.                                  |         | NIL                                     | N.A.                                  |         |
| Advertising                    | NIL                                    | N.A.                                  |         | NIL                                     | NIL                                   |         |
| Cyber-security                 | NIL                                    | N.A.                                  |         | NIL                                     | NIL                                   |         |
| Delivery of essential services | NIL                                    | N.A.                                  |         | NIL                                     | NIL                                   |         |
| Restrictive Trade Practices    | NIL                                    | N.A.                                  |         | NIL                                     | NIL                                   |         |
| Unfair Trade Practices         | NIL                                    | N.A.                                  |         | NIL                                     | NIL                                   |         |
| Other                          | 88                                     | N.A.                                  |         | 123                                     | N.A.                                  |         |

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

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

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

Not Applicable

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

- Number of instances of data breaches : NIL
- Percentage of data breaches involving personally identifiable information of customers : NIL
- Impact, if any, of the data breaches : NA

### Leadership Indicators

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

Web link for Website of the Company is - <https://www.laopala.in>

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

Not applicable

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

Not Applicable

**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.**

Not Applicable

**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