



August 5, 2024

BSE Ltd. Corporate Relationship Department, Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001	National Stock Exchange of India Ltd Listing Department, Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra (E), Mumbai - 400 051
Scrip Code – 530517	Scrip Code – RELAXO

Sub: Business Responsibility and Sustainability Report (“BRSR”) for the FY 2023-24

Dear Madam / Sir,

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

The same is for your information and record please.

Thanking You,

For **Relaxo Footwears Limited,**

Ankit Jain
Company Secretary & Compliance Officer

Encl. as stated above

RELAXO FOOTWEARS LIMITED

Registered Office: Aggarwal City Square, Plot No. 10, Manglam Place,
District Centre, Sector-3, Rohini, Delhi-110085. Phones: 46800 600, 46800 700
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CIN L74899DL1984PLC019097



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BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR)

SECTION A General disclosures

SECTION B Management and process disclosures

SECTION C Principle-wise performance disclosure

- Principle 1** Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent, and accountable
- Principle 2** Businesses should provide goods and services in a manner that is sustainable and safe
- Principle 3** Businesses should respect and promote the well-being of all employees, including those in their value chains
- Principle 4** Businesses should respect the interests of and be responsive to all its stakeholders
- Principle 5** Businesses should respect and promote human rights
- Principle 6** Businesses should respect and make efforts to protect and restore the environment
- Principle 7** Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
- Principle 8** Businesses should promote inclusive growth and equitable development
- Principle 9** Businesses should engage with and provide value to their consumers in a responsible manner

Section A: General Disclosures

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L74899DL1984PLC019097
2.	Name of the Listed Entity	Relaxo Footwears Limited
3.	Year of Incorporation	1984
4.	Registered office address	Aggarwal City Square, Plot No.-10, Manglam Place, District Centre, Sector-3, Rohini, Delhi- 110085
5.	Corporate address	Aggarwal City Square, Plot No.-10, Manglam Place, District Centre, Sector-3, Rohini, Delhi- 110085
6.	E-mail	cs@relaxofootwear.com
7.	Telephone	011-46800600 / 46800700
8.	Website	www.relaxofootwear.com
9.	Financial year for which reporting is being done	2023-24
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) and BSE Limited (BSE)
11.	Paid-up Capital	₹24,89,38,586/-
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Ankit Jain 011-46800600 / 46800700 cs@relaxofootwear.com
13.	Reporting boundary- Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Disclosures made in this report are on a standalone basis and pertain only to Relaxo Footwears Limited
14.	Name of assurance provider	Not Applicable
15.	Type of assurance obtained	Not Applicable

II. Products/Services

16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Manufacturing and Sale of Footwear	Relaxo Footwears Limited is a leading manufacturer of a diverse range of high-quality footwear articles. Our extensive product line is distributed and made available to customers through an extensive network of authorized distributors and retailers.	99.60

17. Products/Services sold by the entity (accounting for 90% of the turnover):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Manufacture of footwear	1520	99.60

III. Operations

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

S. No.	Location	Number of plants	Number of offices	Total
1.	National	9	1	10
2.	International	-	1	1

19. Markets served by the entity:

a. Number of locations

S. No.	Locations	Number
1.	National (No. of States)	PAN India
2.	International (No. of Countries)	32

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

4.46

c. A brief on types of customers

The Company is involved in the manufacturing and sale of footwear products. These products are made available to end consumers across all age groups through a network of distributors and retailers spanning across India. Additionally, the Company serves its end consumers directly through Exclusive Brand Outlets (B2C) and online E-Commerce channels as well.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
	Employees					
1.	Permanent (D)	2,565	2,483	96.80	82	3.20
2.	Other than permanent (E)	448	448	100	-	-
3.	Total employees (D+E)	3,013	2,931	97.27	82	2.72
	Workers					
4.	Permanent (F)	5,143	4,734	92.05	409	7.95
5.	Other than permanent (G)	15,541	12,554	80.78	2,987	19.22
6.	Total workers (F+G)	20,684	17,288	83.58	3,396	16.42

b. Differently abled Employees and workers:

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
	DIFFERENTLY ABLED EMPLOYEES					
1.	Permanent (D)	4	4	100	-	-
2.	Other than permanent (E)	-	-	-	-	-
3.	Total Differently abled employees (D+E)	4	4	100	-	-
	DIFFERENTLY ABLED WORKERS					
4.	Permanent (F)	6	6	100	-	-
5.	Other than permanent (G)	12	11	91.67	1	8.33
6.	Total Differently abled workers (F+G)	18	17	94.44	1	5.55

21. Participation/Inclusion/Representation of women:

Particulars	Total No. (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	1	10.00
Key Management Personnel	2	-	-

22. Turnover rate for permanent employees and workers:

Category	FY 2024			FY 2023			FY 2022		
	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)
Permanent employees	12.59	12.99	12.62	16.37	10.29	16.22	17.06	12.50	16.94
Permanent workers	15.52	6.91	14.84	31.15	9.70	29.61	19.85	9.85	19.17

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

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

The Company doesn't have any holding/subsidiary/associate companies/joint ventures during the Financial Year under review.

VI. CSR details

24. (i) Whether CSR is applicable as per section 135 of the Companies Act, 2013: Yes

(ii) Turnover (in ₹) - 2893.60 Crores

(iii) Net worth (in ₹) - 2001.11 Crores

VII. Transparency and Disclosure Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct :

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redressal policy)	FY 2024			FY 2023		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	-	-	-	-	-	-
Investors (Other than Shareholders)	Yes	-	-	-	-	-	-
Shareholders	Yes	118	0	-	84	1	-
Employees and workers	Yes	506	0	-	419	0	-
Customers	Yes	2366	0	-	2165	0	-
Value Chain Partners	Yes	-	-	-	-	-	-
Other (For Discount Coupon for Company's products)	Yes	-	-	-	1	0	-

Web link for Vigil Mechanism/Whistle Blower Policy

https://dxkvlfvncvqr8.cloudfront.net/media/file/pdf/download_file/vigil---mechanism---policy-1607580776.pdf

Web link for POSH Policy

[https://dxkvlfvncvqr8.cloudfront.net/media/file/pdf/download_file/posh-policy-march-2019-\(1\)-\(1\)-1607580841.pdf](https://dxkvlfvncvqr8.cloudfront.net/media/file/pdf/download_file/posh-policy-march-2019-(1)-(1)-1607580841.pdf)

Web link for Grievance Redressal policies -

<https://www.relaxof footwear.com/investor-support> (Shareholder Support)

<https://www.relaxof footwear.com/contact-us> (Customers)

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, and approach to adapt or mitigate the risk along with its financial implications, as per the following format

- Identifying the universe of relevant ESG topics : This was done based on discussions with internal stakeholders, peer review and benchmarking, sector scans, media reports and secondary sources that provided a pool of sustainability topics. These were further analyzed and evaluated for consideration at a strategic level. Adherence to crucial issues as per different standards and frameworks was also ensured.
- Detailing the stakeholder engagement methodology: We had sent detailed questionnaires to various stakeholder groups that were identified. Our external stakeholders included Customers, Shareholders and Vendors/Suppliers. Our internal stakeholders consisted of our employees and management team. While for other stakeholders we have done desktop research to incorporate their priorities.
- Data collection: We used online surveys to collect data and information from stakeholders to prioritize the list of identified ESG topics. Diverse responses were captured to understand the length and breadth of all possible issues. The designing of the questionnaire was done with the objective of bringing out the key issues, risks and opportunities from the stakeholders' point of view and then mapping it for the material issues. In addition to the survey, we conducted in-depth discussions with a subset of stakeholders to gain a comprehensive understanding of their primary concerns.
- Discussion with the management team, CSR & ESG Committee and the Board: the outcome of the exercise was discussed with the leadership to arrive at the key focus areas keeping in view, their relevance to stakeholders and business, as well as their impact on sustainability development.

S. 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	Water Scarcity and Pollution	Risk	India faces significant water scarcity and pollution challenges, impacting both environmental sustainability and operational continuity for manufacturing industries like footwear.	Relaxo has reduced its water consumption through efficient measures, actively conducts water conservation projects across its operations, and is in the process of implementing Zero Liquid Discharge (ZLD) systems in all plants, ensuring treated water reuse in non-potable operations.	Initially, there may be capital investments required for upgrading equipment and implementing conservation measures. However, in the long term, reduced water consumption and potential regulatory compliance benefits can lead to positive financial outcomes.
2	Carbon Emissions and Climate Change	Risk	Increasing awareness and regulations related to carbon emissions and climate change pose risks to operations, supply chains, and market acceptance.	Company has already begun the work on reducing emissions – Conversion of biomass-based boiler to PNG-based boilers; Transitioned to Servo Motors; Installation of VFDs on Motors; Installed Dust Collector; CFC to LED; Retro fitment of DGs to dual fuel mode.	Initial investments in technology upgrades and process changes may have upfront costs. However, reduced energy consumption, regulatory compliance, and enhanced brand value as a sustainable company can result in positive financial outcomes over time.
3	Product Safety and Quality Assurance	Opportunity	Ensuring product safety and quality is critical for customer satisfaction, regulatory compliance, and market competitiveness.	The company ensures Product Safety & Quality assurance by implementing stringent quality control measures, conducting regular product testing and certification including BIS Certification, and investing in research and development for innovative and sustainable materials.	Costs associated with quality assurance and R&D investments may be incurred initially. However, enhanced customer trust, reduced recall risks, and market differentiation can lead to positive financial outcomes.
4	Community Engagement and Social Impact	Opportunity	Engaging with local communities, supporting social causes, and investing in community development initiatives can enhance brand reputation, foster positive relationships, and create shared value.	The company has initiated projects aimed at creating long-term positive impacts on people's lives, focusing on key areas such as "Education & Skill Development," "Health" and "Environment Conservation."	Costs associated with community projects and partnerships may be incurred. However, improved brand image, increased customer loyalty, and access to new markets can lead to positive financial outcomes and long-term sustainability.
5	Energy Management and Renewable Sources	Opportunity	Rising energy costs, dependence on fossil fuels, and environmental concerns necessitate a shift towards sustainable energy practices and renewable sources.	The company has begun investing in energy-efficient technologies, adopting renewable energy sources for manufacturing facilities, optimizing energy consumption through smart systems and controls, and obtaining energy certifications or accreditations.	Initial investments in renewable energy infrastructure and technology upgrades may be required. However, reduced energy costs, potential incentives or subsidies for renewable energy adoption, and enhanced brand reputation as a sustainable company can result in positive financial outcomes over time.

S. 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	Digital Transformation and Technology Adoption	Opportunity	Rapid advancements in digital technologies offer opportunities to enhance operational efficiency, product innovation, customer engagement, and supply chain visibility.	Embracing digital transformation initiatives such as implementing data analytics and leveraging e-commerce platforms for sales and marketing and integrating smart technologies for real-time monitoring and decision-making.	Initial investments in digital infrastructure, software solutions, and employee training may be required. However, improved productivity, cost savings from streamlined processes, enhanced customer experiences, and competitive advantages in the market can lead to positive financial outcomes and business growth.
7	Cybersecurity	Risk	Access to sensitive data by miscreants and loss of data integrity.	Strong information security architecture deployed covering gateway and end points and rigour of implementation with access points exercised within the company using ISO 27001:2013 Framework.	Negative. Weak cybersecurity in the company can have significant financial implications, including costs related to data breaches, loss of intellectual property, operational disruptions, legal fees, and damage to reputation and brand image.
8	Occupational Health and Safety	Risk	Failure to ensure health and safety could result in reduced availability of manpower, reduced employee morale, or even threaten the viability of operations in worst -case scenarios.	Relaxo realises the importance of the well-being and safety of its employees and is actively engaged in identifying, comprehensively understanding, and implementing measures to control and eliminate risks associated with workplace hazards. This includes developing an automation and mechanization plan aimed at phasing out high-risk manual activities. Also, formulating a robust policy on Occupational Health & Safety to ensure the well-being and safety of all employees.	Negative. Failure to ensure health and safety could result in increased costs, damage to reputation and brand image.

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	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
	(b) Has the policy been approved by the Board?	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
	(c) Web Link of the Policies, if available	https://www.relaxofootwear.com/policies								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, Code of Conduct, Anti-Bribery & Vigil Mechanism Policies extend to our Value Chain Partners.								

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
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.	<ul style="list-style-type: none"> • ISO 9001:2015 (Quality Management System) • ISO 14001:2015 (Environmental Management System) • ISO 27001:2013 (Information Security Management Systems) • ISO 45001:2018 (Occupational Health and Safety Management System) 								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Relaxo is actively enhancing its sustainability efforts across various fronts:								
6.	Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	<ul style="list-style-type: none"> • GHG Emissions: Commitment to retrofit DGs for hybrid operation and converting diesel vehicles to CNG/battery-operated, reducing fossil fuel dependency. • Energy Efficiency: Focus on LED lighting and efficient motor upgrades. • Climate Change: Commitment to tree plantation for environmental stewardship. • Waste Management: Targeting reduction in PU waste. • Water Management: Upgrading STPs with ultrafiltration technology. • Diversity and Inclusion: Clear targets for increasing female representation in decision-making roles and the overall workforce. Additionally, ensure 100% of employees undergo human rights training and achieve 5 training hours per employee annually. 								
Governance, leadership, and oversight										
7.	Statement by the director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>As the Director overseeing our Business Responsibility Report, we're proud to highlight our company's strong commitment to ESG principles. Our initiatives focus on energy efficiency, waste reduction, and climate action, resulting in significant achievements and positive impacts.</p> <p>We've invested in cutting-edge technologies like hybrid DG sets & conversion of biomass-based boiler to PNG-based boilers, showcase our dedication to sustainability. Socially, we prioritize employee well-being with comprehensive benefits and safety measures.</p> <p>Governance-wise, our Board's independence and rigorous evaluations ensure transparency and ethical decision-making. These efforts reflect our proactive stance towards sustainability, social responsibility, and effective governance, shaping a brighter, more sustainable future for all stakeholders.</p>								
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The highest authority responsible for implementing and overseeing the Business Responsibility policies within the Company is the Board of Directors of the Company along with the CSR & ESG Committee. The Management committee on ESG assess various initiatives related to ESG and Sustainability and also oversees the Business Responsibility performance of the Company on regular basis.								
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.	<p>Yes</p> <p>The CSR & ESG Committee is responsible for taking decisions related to ESG / Sustainability. The Committee supervises the planning, execution, and documentation of ESG, Sustainability, and conducting Business Practices responsibly. Further details of the CSR & ESG committee are available under the Corporate Governance section in the Annual Report.</p>								

10. Details of Review of NGRBCs by the Company

Subject for Review	a. Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against the above policies and follow-up action	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes

Subject for Review	b. Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against the above policies and follow up action	As part of standard procedure, the Company's Business Responsibility policies undergo reviews, either periodically or as required. These reviews are conducted by the Senior Leadership Team, which includes the Managing Director. During these assessments, the effectiveness of the policies is thoroughly evaluated, and any required adjustments to policies and procedures are promptly implemented to ensure alignment with current regulatory standards and industry practices.								
Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	The Company complies with the existing regulations as applicable and a Statutory Compliance Certificate on applicable laws is provided by the Managing Director / Chief Financial Officer / Company Secretary to the Board of Directors as applicable from time to time.								

		P1	P2	P3	P4	P5	P6	P7	P8	P9
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.	The Company conducts periodic internal reviews of its policies by the Senior Leadership Team and Board of Directors of the Company or its Committee(s) as may be applicable. These reviews ensure that policies remain current, effective, and aligned with the Company's objectives and regulatory requirements..								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a responsible manner. The Company is a member of various industrial and trade bodies and actively participates in these forums on issues and policy matters that impact the interests of our stakeholders. We prefer to be part of the broader policy development process and do not practice lobbying on any specific issue and hence do not feel such policy is necessary, given our way of doing business.								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Section C: Principle-wise Performance Disclosure

Principle 1

Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

ESSENTIAL INDICATORS

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year

Segment	Total number of training & awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	2	Code of Conduct, Human Rights Policy	30
Key Managerial Personnel	2	Code of Conduct, Human Rights Policy	100
Employees other than BOD and KMPs	4	Code of Conduct, Human Rights Policy, POSH, Prevention of Insider Training*	100
Workers	7	Code of Conduct, Human Rights Policy, POSH, EHS, 5S, IMS, Grievance Handling	100

*100% of the eligible candidates are covered.

2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the Financial year, in the following format.

(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

There were no instances of any material (monetary and non-monetary) 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 FY 2024.

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.

Not Applicable

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

The Company currently covers its Anti-bribery and Anti-Corruption policy as a part of its code of conduct. The document applies to all personnel who must adhere to the Company's ideals.

Link to the Company's code of conduct:

https://dxkvlfvncvqr8.cloudfront.net/media/file/pdf/download_file/code-of-conduct-relaxo-1688134018.pdf

The Company has an in-house monitoring process for whistleblower protection in addition to the Code of Ethics and Conduct. The policy empowers both internal and external stakeholders to file grievances, if any.

Link to the Company's Vigil Mechanism Policy:

https://dxkvlfvncvqr8.cloudfront.net/media/file/pdf/download_file/vigil---mechanism---policy-1607580776.pdf

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

	FY 2024	FY 2023
Directors	Nil	
KMPs		
Employees		
Workers		

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

	FY 2024		FY 2023	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil			
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

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

Not Applicable

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

	FY 2024	FY 2023
Number of days of accounts payables	44 Days	46 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 2024	FY 2023
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	3.57	3.29
	b. Number of trading houses where purchases are made from	53	32
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	72.91	89.19
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	86.57	89.15
	b. Number of dealers/distributors to whom sales are made	671	657
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/ distributors	9.00	9.38
Share of RPTs in	a. Purchase (Purchases with related parties/Total Purchases)	Nil	Nil
	b. Sales (Sales to related parties/Total Sales)	0.001	0.0004
	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:

The Company is committed to conducting business in an ethical, fair, legally compliant, socially conscious, and environmentally responsible manner. This belief extends to our valued Business Partners, as they play an integral role in our ecosystem and therefore we actively encourage them to embrace responsible corporate citizenship, aligning with our core values.

All agreements, contracts, and purchase orders entered into by Relaxo with our Business Partners affirm their commitment to these fundamental principles. This ensures a shared understanding and commitment to ethical, fair, legal, social, and environmental responsibilities across our business relationships.

As part of our ongoing efforts to promote responsible business practices, we have already initiated a series of discussions with our value chain partners. This initiative aims to deepen understanding and awareness of the importance of ethical conduct, fairness, legal compliance, social responsibility, and environmental stewardship within our business ecosystem.

Through collaborative dialogue and engagement, we seek to foster a culture of responsibility and sustainability throughout our value chain. By working together with our Business Partners, we aim to create positive impacts, not only within our organization but also in the broader community and environment.

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

Yes, the Company has a robust Code of Conduct specifically tailored for the Board of Directors and Senior Management Personnel.

The Code is intended to maintain the high standards of transparency, business conduct ethics, corporate culture and the values. The Code will also act as a deterrent from unethical doings and to promote ethical values and is the manifestation of the Company's commitment to successful operation of the Company's business in the best interest of the shareholders, creditors, employees and other business associates.

The code is in accordance with the regulatory requirements, and the Directors are obligated to disclose any interests or potential conflicts that may arise in the course of their duties.

These disclosures are included in the Annual Disclosures submitted to the Board, fostering a culture of accountability and transparency.

The Code of Conduct policy is regularly reviewed and updated to reflect evolving governance standards and best practices, reinforcing the Company's commitment to ethical conduct and corporate governance excellence.

The detailed Code of Conduct policy can be accessed through the link provided below:

https://dxkvlfvncvqr8.cloudfront.net/media/file/pdf/download_file/code-of-conduct-for-directors-and-senior-management_compressed-1687243242.pdf

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 products and processes to total R&D and capex investments made by the entity, respectively.

	FY 2024	FY 2023	Details of improvements in environmental and social impacts
R&D			
Capex		-	

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

Yes, the Company is dedicated to integrating sustainability practices across its inbound supply chain and remains committed to furthering these efforts. In line with this commitment, the Company prioritizes indigenous sourcing, utilizing locally available raw materials whenever feasible. This not only supports local economies but also reduces the environmental impact associated with transportation.

By prioritizing indigenous sourcing, utilizing sustainable materials, and optimizing transportation logistics, the Company continues to enhance the sustainability profile of its supply chain while aligning with global environmental goals and best practices.

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

In order to reduce the carbon footprints due to logistics of input material; we strive to procure the maximum indigenous material from nearby sources which is estimated to ~ 70-75% of total indigenous sourcing.

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.

As of now, the Company doesn't have processes in place to reclaim their products.

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.

Not Applicable

LEADERSHIP INDICATORS

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

The Company is in the process of undertaking Life Cycle Perspective/Assessments for its key products.

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.

The details will be available and disclosed upon completion of Life Cycle Assessments of Key Products.

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 2024	FY 2023
Polymer, Pigments & Additives	2.64%	1.67%

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:

The Products of the Company don't fall under the category of reclaimable product. The Packaging material used by the Company in its products is recyclable and we encourage our customers to recycle it after usage.

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

Not Applicable as mentioned in point 4.

Principle 3

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

ESSENTIAL INDICATORS

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

Category	% 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)
Permanent employees											
Male	2,483	2,483	100	2,483	100	NA	NA	2,483	100	NA	NA
Female	82	82	100	82	100	82	100	NA	NA	82	100
Total	2,565	2,565	100	2,565	100	82	3.20	2,483	96.80	82	3.20
Other than Permanent employees											
Male	448	448	100	448	100	NA	NA	448	100	NA	NA
Female	0	0	0	0	0	0	0	NA	NA	NA	NA
Total	448	448	100	448	100	-	-	448	100	-	-

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	4,734	4,734	100	4,734	100	NA	NA	4,734	100	NA	NA
Female	409	409	100	409	100	409	100	NA	NA	409	100
Total	5,143	5,143	100	5,143	100	409	7.95	4,734	92.05	409	7.95
Other than Permanent workers											
Male	12,554	12,554	100	12,554	100	NA	NA	12,554	100	NA	NA
Female	2,987	2,987	100	2,987	100	2,987	100	NA	NA	2,987	100
Total	15,541	15,541	100	15,541	100	2,987	19.22	12,554	80.78	2,987	19.22

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

	FY 2024	FY 2023
Cost incurred on well-being measures as a % of total revenue of the company	0.24	0.23

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

Benefits	FY 2024			FY 2023		
	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	N.A.*	100	100	N.A.*
ESI**	100	100	Yes	100	100	Yes

* The Company has a defined benefit gratuity plan and pays annual contribution to Life Insurance Corporation of India (LIC) through a Trust, namely Relaxo Footwears Limited Employees Group Gratuity Scheme.

** Employees who are not covered under the ESI component are provided separate Health Insurance Policy.

3. Accessibility of workplaces

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

Yes, the Company's facilities are accessible to the differently abled employees. The Company's premises are made access friendly and assistive devices like slope, wheelchairs or walking sticks have been made available.

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

Yes, the Company has an Equal Opportunity Policy as per the Rights of Persons with Disabilities Act, 2016.

Link to the Company's Equal Opportunity Policy:

https://dxkvlfvncvqr8.cloudfront.net/media/file/pdf/download_file/equal-opportunity-policy-1681896636.pdf

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

Gender	Permanent Employees		Permanent Workers	
	Return to work Rate (%)	Retention Rate (%)	Return to work Rate (%)	Retention Rate (%)
Male	100	100	100	100
Female	100	100	100	100
Total	100	100	100	100

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

		Yes/No (If yes, then give details of the mechanism in brief)
1	Permanent workers	The Company prioritizes the well-being of its employees and directors through a comprehensive Grievance Redressal Mechanism. This mechanism is designed to safeguard individuals and maintain a professional and confidential approach throughout the process of filing complaints, conducting investigations, and reaching satisfactory resolutions.
2	Other than Permanent Workers	
3	Permanent Employees	
4	Other than Permanent Employees	Additionally, the Company has a Whistle Blower Policy in place to provide avenues for reporting concerns related to ethical conduct, financial irregularities, or other misconduct. This policy ensures transparency, accountability, and protection for whistle blowers who raise legitimate concerns in good faith. Link to the policy: https://dxkvlfvncvqr8.cloudfront.net/media/file/pdf/download_file/grievance-redressal-policy-1688134044.pdf

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

The Company does not have any trade unions.

8. Details of training given to employees and workers:

Category	FY 2024					FY 2023				
	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)
Employees										
Male	2,931	2,931	100	2,931	100	2,720	2,720	100	1,707	62.76
Female	82	82	100	82	100	72	72	100	37	51.40
Total	3,013	3,013	100	3,013	100	2,792	2,792	100	1,744	62.46
Workers										
Male	17,288	17,288	100	17,288	100	16,686	16,686	100	16,686	100
Female	3,396	3,396	100	3,396	100	2,283	2,283	100	2,283	100
Total	20,684	20,684	100	20,684	100	18,969	18,969	100	18,969	100

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

Category	FY 2024			FY 2023		
	Total (A)	No (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Employees						
Male	2,931	2,931	100	2,720	2,720	100
Female	82	82	100	72	72	100
Total	3,013	3,013	100	2,792	2,792	100
Workers						
Male	17,288	17,288	100	16,686	16,686	100
Female	3,396	3,396	100	2,283	2,283	100
Total	20,684	20,684	100	18,969	18,969	100

10. Health and safety management system:

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

Yes, occupational health management system including Environmental Management System conforming to the requirement of standards ISO 45001:2018 and ISO 14001:2015 has been implemented which covers all manufacturing units. The Company believes that providing a safe and healthy work environment is essential for employee well-being, and that implementing best practices in occupational health and safety has a direct impact on overall performance. It aids not only in attracting good talents but also retaining those employees.

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

While regularly implementing steps to enhance employee well-being and healthcare, a proper hazard identification risk management system has been implemented to assure ongoing improvement of the organization's occupational health and safety.

HIRA (Hazard Identification and Risk Assessment) methodology is used for hazard identification and risk assessment including study of MSDS (Material Safety Data Sheet) & Machine manuals, study of machine operation at shop floor, injury records, interaction with machine operators etc.

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

Yes. Safety Committee Meetings, Daily shop floor meetings, interactions with the plant supervisors during their frequent rounds on the shop floor etc., are some of the processes enabling workers to report work-related hazards. Workers have been authorized to stop the machine and report to the immediate supervisor should they notice a work-related hazard.

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

Employees have access to non-occupational medical and healthcare facilities through company-arranged medical camps where reputed doctors from different disciplines/hospitals are available for health checkups and consultation including online consultation and awareness sessions. Additionally, every employee of the company and their nominated dependents are either covered through medical insurance or ESI.

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

Safety Incident/Number	Category*	FY 2024	FY 2023
Lost Time Injury Frequency Rate (LTIFR) (per one million person-hours worked)	Employees	0	0
	Workers	0.24	0.18
Total recordable work-related injuries	Employees	0	0
	Workers	12	8
No. of fatalities	Employees	0	0
	Workers	0	0
High-consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

*Including in the contract workforce

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

Below are some of the measures taken by the Company to ensure a safe and healthy workplace:

- Implementation of 6S practice, that is, Sort, Set in Order, Shine, Standardize, Sustain and Safety.
- Machine guarding.
- Introduction of state-of-art new machines, new technologies, environment-friendly processes & chemicals.
- Material handling automation improves worker health and safety by eliminating repetitive jobs from the manufacturing line.
- During induction, the Company emphasizes training all new employees on safety measures, including specific training such as working at heights, confined space entry, refresher training, on-site emergency training to deal with contingent or urgent situations, and on-the-job training that includes safety topics.
- Regular workplace environment monitoring, employee health monitoring etc. are conducted alongside.
- Deployment of a Safe and Healthy system of work is assured through periodic safety audits and inspections across sites.

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

	FY 2024			FY 2023		
	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	326	-	-	419	-	-
Health & Safety	-	-	-	-	-	-

14. Assessments for the year:

		% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
1	Health and safety practices	100% Coverage- Assessment done by external consultant.
2	Working Conditions	

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.

All accidents are thoroughly investigated to determine the root reasons and determine the steps necessary to prevent a recurrence. The findings of the accident investigation, along with corrective and preventive measures, are included in the report submitted to the Corporate Management Committee and the Board. The lessons learned from all accidents are shared across the Company on a regular basis, and compliance of preventive measures is ensured.

Assessment of health & safety risks and implementation of related corrective and preventive measures is an ongoing process in the Company. Some of the interventions which have been taken at various units are as follows:

- Provision of fixed safety guards
- Regular safety audits
- Interlocking safety guards
- Use of PPEs
- Safety training
- Local exhaust ventilation

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N)?

Yes

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

The Company's value chain partners come under the PF Act and ESI Act which makes them liable to deduct and deposit statutory dues. In addition to this, the service contract with the service provider also contains a necessary clause under 'payment terms' for necessary statutory payments like PF, ESI etc. by the service provider.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024	FY 2023	FY 2024	FY 2023
Employees	0	0	0	0
Workers	0	0	0	0

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, the Company consistently invests in human capital development, which involves developing modern skills and competencies and providing employees with a variety of experiences. These improve workforce employability and allow for a smooth transfer to alternative opportunities if desired.

5. Details on assessment of value chain partners:

The Company has in place a Code of Conduct for Value Chain Partners. Accordingly, they are expected to provide a safe and healthy workplace for their employees and contractors. Value Chain Partners must be compliant with local and national laws and regulations on Occupational Health and Safety, and have the required permits, licenses and permissions granted by local and national authorities.

		% of value chain partners (by value of business done with such partners) that were assessed
1	Health and safety practices	Nil
2	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.

Not Applicable

Principle 4

Businesses should respect the interests of and be responsive to all its stakeholders

ESSENTIAL INDICATORS

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

Stakeholder engagement is important for Relaxo to build a symbiotic relationship with our stakeholders and achieve better outcomes. Internal and external stakeholders have been identified that have a direct impact on the operations and working of the Company.

The stakeholders are identified as:

- Shareholders/Investors
- Suppliers
- Employees & Workers
- Distributors & Retailers
- Communities
- Government & Regulatory Authorities
- End Consumers.

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

Stakeholder group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders/ Investors	No	<ul style="list-style-type: none"> • Annual General Meeting • Investor Relations Web Page • Quarterly condensed financial statements • Annual Report • Investor conference calls • Television Interviews • Press Releases 	Quarterly, Half yearly & Annually and as and when required	<ul style="list-style-type: none"> • Performance and value creation • Dividend Updates • Annual Reports • Intimation to Physical shareholders regarding Dispute Resolution Mechanism
Suppliers	No	<ul style="list-style-type: none"> • One-to-one meetings • Regular operational reviews 	Continuous	<ul style="list-style-type: none"> • Long-term business relations and growth opportunities • Skill development support • Effective information dissemination, technical knowledge exchange and other collaborations
Employees & Workers	No	<ul style="list-style-type: none"> • E-mail • Intranet portal • Employee engagement activities and Surveys • Rewards and recognitions 	Continuous	<ul style="list-style-type: none"> • Scope of learning and career development • Remuneration and benefits • Equal opportunities • Occupational health and safety • Wealth creation

Stakeholder group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Distributors & Retailers	No	<ul style="list-style-type: none"> After-sales services Relationship building activities Sales Officer visits Surveys and feedback sessions 	Engagement sessions conducted periodically	<ul style="list-style-type: none"> Fair and transparent terms and conditions Steady business with long-term growth prospects Communication of Schemes and benefits Resolution of grievances and obtaining market feedback
Communities	Yes	<ul style="list-style-type: none"> CSR initiatives Volunteering initiatives 	Continuous	<ul style="list-style-type: none"> Responsible corporate citizenship To develop the CSR project along with the community, according to the needs of the community
Government & Regulatory Authorities	No	<ul style="list-style-type: none"> Disclosures and filings for compliance reporting Meeting authorities for permissions/ approvals 	Audits are conducted periodically/ monthly/ quarterly/ annually and on a need basis	<ul style="list-style-type: none"> Compliance Tax Payments Policy Advocacy
End Consumers	No	<ul style="list-style-type: none"> Engagement through website, social media, in-store promotions Brand campaigns conducted regularly, during festive seasons and sales promotions 	Continuous	<ul style="list-style-type: none"> Information on business offerings, discounts, and promotions. Collection of feedback Complaints and grievances resolution.

LEADERSHIP INDICATORS

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

- The Company believes that an effective stakeholder engagement mechanism is crucial for achieving the long-term sustainability goals and for the overall growth of the Company. The board of directors prioritizes accomplishing the ESG targets of the Company.
- The board of directors has internally delegated the process of taking valuable inputs from the key internal and external stakeholders.
- During the reporting year, the Company has undertaken an extensive materiality assessment and stakeholder engagement exercise to understand the crucial environmental, social and governance (ESG) topics which are significant to the Company's businesses.
- As part of this activity, the Company, in collaboration with an external agency with relevant experience, met with key internal and external stakeholders to understand their issues and incorporate their perspectives into materiality assessments for prioritizing ESG matters.
- Insights gathered from stakeholder engagements were analyzed to develop the materiality matrix and finalize the list of ESG focus areas.
- The Board, with the oversight of the CSR & ESG Committee, undertakes a comprehensive review, monitoring, and strategic guidance role concerning the Company's CSR and sustainability initiatives, ensuring alignment with its overarching objectives.

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

Yes, the Company engages proactively with its key stakeholders, enabling efficient implementation of its ESG strategies and transparent reporting of outcomes. Regular evaluations are conducted to update policies in line with evolving requirements and stakeholder feedback.

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

Corporate Social Responsibility is just not a compliance to the Company, in fact it is a mean of serving the underserved. All the CSR projects are curated after a diligent discussion with the respective Government Departments and local people so as to avoid any duplicity and ensure that the proposed interventions should address the real needs of the particular geography.

The Company is focusing over three key thematic areas i.e. Education, Health and Environment Conservation under which total of 8 CSR initiatives have been carried out in 4 states viz. Uttarakhand, Rajasthan, Delhi and Haryana which has positively impacted the lives of approx. 3.4 million people directly/indirectly. The projects undertaken during the reporting period are as follows:-

A. Education

1. Parivartan Model School Project- Haridwar, Uttarakhand.
2. Remedial Education Project- Delhi.
3. Skill Development Project- Delhi.

B. Health

4. Nayan Avoidable Blindness Project- Khairthal, Rajasthan.
5. Mobile Health Unit - Comprehensive Health Project- Khairthal, Rajasthan.

C. Environment Conservation

6. Water Conservation- Alwar, Rajasthan.
7. Plantation- Khairthal, Rajasthan & Jhajjar, Haryana
8. Improved Cookstove- Haridwar Uttarakhand & Alwar, Rajasthan.

Please refer to the following link for information regarding our Company's community work:

<https://www.relaxof footwear.com/csr>

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 2024			FY 2023		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	2,565	2,565	100	2,388	1,649	69.05
Other than permanent	448	448	100	404	308	76.24
Total employees	3,013	3,013	100	2,792	1,957	70.09
Workers						
Permanent	5,143	5,143	100	4,348	2,700	62.10
Other than permanent	15,541	14,679	94.45	14,621	11,360	77.70
Total workers	20,684	19,822	95.83	18,969	14,060	74.12

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

Category	FY 2024					FY 2023				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employees										
Permanent										
Male	2,483	2	0.08	2,481	99.92	2,316	2	0.09	2,314	99.91
Female	82	-	-	82	100	72	-	-	72	100
Other than permanent										
Male	448	97	21.65	351	78.35	404	125	30.94	279	69.06
Female	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent										
Male	4,734	357	7.54	4,377	92.46	4,005	23	0.57	3,982	99.43
Female	409	2	0.49	407	99.52	343	-	-	343	100
Other than permanent										
Male	12,554	7,352	58.56	5,202	41.44	12,681	7,590	59.85	5,091	40.15
Female	2,987	972	32.54	2,015	67.46	1,940	522	26.91	1,418	73.09

3. Details of remuneration/salary/wages:

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	9	1,39,03,737	1*	5,90,000
Key Managerial Personnel (excluding Whole Time Director)	2	1,00,11,211	0	0
^Employees other than BoD and KMP	2,476	4,78,578	82	6,38,010
^Workers	4,734	1,79,220	409	1,47,348

* We have only 1 Female Independent Director, who is paid sitting fees and annual commission. Please refer Corporate Governance Report for details.

^ Permanent

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

	FY 2024	FY 2023
Gross wages paid to females as % of total wages	3.93	3.62

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

Yes, the HR function oversees the human rights impacts.

The Company has a steadfast commitment to upholding human rights, as reflected in its comprehensive HR policy. This policy applies to all employees, suppliers, and service providers associated with the company. It emphasizes adherence to applicable laws and the promotion of human rights principles as per the best industry practices.

The Company continuously strives to strengthen and implement robust systems that uphold its human rights policies and ensure a conducive and respectful workplace environment.

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

The Company has a Human Rights Policy which specifies that employees can address their issues or grievances to the Company. Employees are encouraged to try and resolve the dispute informally with their respective line manager / Head Plant P&A / HR Business Partner (HRBP). In case of non-satisfaction, the Formal procedure is to be used which has been documented in the “Grievance Redressal Policy”.

The Company has a structured grievance redressal mechanism in place for both workmen and staff, aimed at resolving grievances in a fair and transparent manner.

Overall, the grievance redressal mechanisms for both workmen and staff at the Company follow a structured process that encourages informal resolution at the initial stages and provides clear escalation paths for formal grievances, ensuring fairness and transparency in addressing employee concerns.

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

	FY 2024		FY 2023	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Sexual Harassment	-	-	Nil	
Discrimination at workplace	-	-		
Child Labour	-	-		
Forced Labour/ Involuntary Labour	-	-		
Wages	180	0		
Other human rights-related issues	-	-		

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

	FY 2024	FY 2023
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees/workers		
Complaints on POSH upheld		

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

The Company upholds a strong commitment to fostering a workplace environment that is free from all forms of discrimination and harassment, including sexual harassment. The company maintains a zero-tolerance policy towards such unacceptable behaviour.

As part of its grievance redressal procedure, Relaxo ensures that complaints are handled with utmost sensitivity and professionalism. Every effort is made to conduct investigations peacefully, prioritizing the well-being and comfort of all parties involved and aiming to avoid any unpleasant situations or conflicts. The entire procedure is carried out with the strictest confidentiality to protect the privacy and dignity of the individuals concerned.

In line with the Prevention of Sexual Harassment (POSH) Policy, Relaxo guarantees full protection to the complainant against any form of retaliation or victimization. Any individual found guilty of perpetrating acts of violence, harassment, or discrimination against the complainant will face disciplinary actions enforced by the internal committee. This proactive approach underscores the Company’s commitment to ensuring a safe and respectful work environment for all employees, where every grievance is taken seriously and addressed with fairness and accountability.

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

Yes

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100% Coverage- Assessment done by an external consultant
Forced Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Others - Please specify	

11. Provide details of any corrective actions taken or underway 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.

Business processes were not modified/ introduced since no human rights-related grievances were received during the year.

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

Due diligence was not conducted since no human rights-related grievances were received during the year.

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, The Company offers accessible facilities to differently-abled visitors, with premises designed for ease of access. Assistive devices like slopes, wheelchairs, or walking aids are readily available to support their mobility.

4. Details on assessment of value chain partners:

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

*The Company has in place a Code of Conduct for Value Chain Partners. Accordingly, they must treat all employees with respect and dignity and exhibit zero tolerance towards unacceptable sexual harassment, workplace discrimination and must not engage in child labour, Forced Labour/Involuntary Labour, etc. They must provide a safe and healthy workplace for their employees and contractors and be compliant with local and national laws and regulations on Occupational Health and Safety, and have the required permits, licenses and permissions granted by local and national authorities. They must also provide their employees with safe and humane working conditions.

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments in 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 2024	FY 2023
From renewable sources			
Total electricity consumption (A)	GJ	205.75	184.61
Total fuel consumption (B)	GJ	NA	NA
Energy consumption through other sources (C)	GJ	NA	NA
Total energy consumed from renewable sources (A+B+C)	GJ	205.75	184.61
From non-renewable sources			
Total electricity consumption (D)	GJ	2,96,211.83	2,60,311.38
Total fuel consumption (E)	GJ	95,937.20	1,04,354.05
Energy consumption through other sources (F)	GJ	NA	NA
Total energy consumed from non-renewable sources (D+E+F)	GJ	3,92,149.04	3,64,665.43
Total energy consumed (A+B+C+D+E+F)	GJ	3,92,354.79	3,64,850.04
Energy intensity per rupee of turnover (Total energy consumed / turnover in ₹ Crore) (in GJ/₹ Crore)		135.59	131.99
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / turnover in ₹ Crore adjusted for PPP)		6.05	5.95
Energy intensity in terms of physical output (per Crores Pairs)		20,222.53	22,948.49
Energy intensity (optional) – the relevant metric may be selected by the entity		-	-

Data captured and shown under principle 6 is representative data for Manufacturing plants and Company-owned Lovakhurd warehouse. Corporate Office, Retail Shops and rented warehouses etc. are not included.

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.

Independent Assessment has not been carried out by any 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.

The Company does not have sites/facilities identified as designated consumers under the PAT Scheme.

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

Parameter	FY 2024	FY 2023
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	2,00,385.75	2,04,406.00
(iii) Third-party water	1,14,425.40	1,13,560.00
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	3,14,811.15	3,17,966.00
Total volume of water consumption (in kiloliters)	2,39,868.86	2,35,481.00

Parameter	FY 2024	FY 2023
Water intensity per rupee of turnover (Total water consumed / Turnover in ₹ Crore) (in KI/₹ Crore)	82.90	85.19
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Turnover in ₹ Crore adjusted for PPP)	3.70	3.84
Water intensity in terms of physical output (per Crore Pairs)	12,363.19	14,811.38
Water intensity (optional) - the relevant metric may be selected by the entity		

Data captured and shown under principle 6 is representative data for Manufacturing plants and Company owned Lovakhurd warehouse. Corporate Office, Retail Shops and rented warehouses etc. are not included.

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

Independent Assessment has not been carried out by any external agency.

4. Provide the following details related to water discharged:

Parameter	FY 2024	FY 2023
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	-	-
- With Primary treatment	-	-
(ii) To Groundwater		
- No treatment	-	-
- With Primary treatment	72,904.29	71,487.00
(iii) To Seawater		
- No treatment	-	-
- With treatment - please specify the level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	-	-
- With Primary treatment	2,038.00	10,998.00
(v) Others		
- No treatment	-	-
- With treatment - please specify the level of treatment	-	-
Total water discharged (in kilolitres)	74,942.29	82,485.00

Data captured and shown under principle 6 is representative data for Manufacturing plants and Company owned Lovakhurd warehouse. Corporate Office, Retail Shops and rented warehouses etc. are not included.

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.

Independent Assessment has not been carried out by any external agency

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

The sewage wastewater is treated through STP (Sewage Treatment Plants) installed in all plants. The treated wastewater is further utilized in gardening and flushing.

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

Parameter	Please specify unit	FY 2024	FY 2023
NOx	Tonnes	22.277	23.911
SOx	Tonnes	0.008	0.010
Particulate matter (PM)	Tonnes	0.431	0.571
Persistent organic pollutants (POP)		Not Measured	Not Measured
Volatile organic compounds (VOC)		Not Measured	Not Measured
Hazardous air pollutants (HAP)		Not Measured	Not Measured
Others - please specify			

Data captured and shown under principle 6 is representative data for Manufacturing plants and Company owned Lovakhurd warehouse. Corporate Office, Retail Shops and rented warehouses etc. are not included.

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.

Independent assessment has not been carried out by any external agency.

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

Parameter	Unit	FY 2024	FY 2023
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent (tCO ₂ e)	11,624.68	9805.61
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent (tCO ₂ e)	58,913.24	65,800.93
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/ Turnover in ₹ Crore) (in Mt/₹ Crore)	tCO ₂ e/₹ Crores	24.37	27.35
Total Scope 1 and Scope 2 emission intensity per adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/ turnover in ₹ Crore adjusted for PPP)	tCO ₂ e/₹ Crores(adj PPP)	1.08	1.23
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e/units in Crores	3,635.62	4,755.53
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity			

Data captured and shown under principle 6 is representative data for Manufacturing plants and Company owned Lovakhurd warehouse. Corporate Office, Retail Shops and rented warehouses etc. are not included.

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

Yes, an Independent Assurance Statement has been obtained from QFS Management Systems LLP.

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

The Company is constantly striving to improve business operations to reduce GHG emissions. The Company has installed 6 MW Wind Power Project in Rajasthan and has also installed 75kWp solar panels at its plant in Bahadurgarh, (Haryana).

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

Parameter	FY 2024	FY 2023
Total Waste generated (in metric tonnes)		
Plastic waste (A)	135.86	137.67
E-waste (B)	3.71	3.86
Bio-medical waste (C)	0.02	-
Construction and demolition waste (D)	-	-
Battery waste (E)	1.03	1.12
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	78.44	81.25
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	11,105.92	11,195.15
Total (A+B+C+D+E+F+G+H)	11,324.98	11,419.05
Waste intensity per rupee of turnover (Total waste generated / Turnover in ₹ Crore) (in Mt/₹ Crore)	3.91	4.13
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / turnover in ₹ Crores adjusted for PPP)	0.17	0.19
Waste intensity in terms of physical output (output in Crore)	583.71	718.24
Waste intensity (optional) – the relevant metric may be selected by the entity		
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	11,105.92	10,865.83
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	11,105.92	10,865.83
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	219.06	553.22
Total	219.06	553.22

Data captured and shown under principle 6 is representative data for Manufacturing plants and Company owned Lovakhurd warehouse. Corporate Office, Retail Shops and rented warehouses etc. are not included.

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.

Independent assessment has not been carried out by any external agency.

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

The Company has implemented waste management measures such as waste minimization, source segregation, and recycling, alongside reducing single-use plastics and promoting paperless operations at company operated retail outlets through energy-efficient technologies. It collaborates with authorized recycling partners for responsible handling of all waste types, including electronic waste (e-waste). Additionally, the Company uses eco-friendly chemicals and explores alternative solutions to further enhance its environmental sustainability efforts.

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, specify details in the following format:

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

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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, the Company is 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 - All relevant certificates are available in respective locations.

S. No.	Specify the law/regulation/guideline which was not complied with	Provide details of the non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or courts	Corrective	action taken, if any
Not Applicable					

LEADERSHIP INDICATORS

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

Not Applicable, the Company is not operating in any water stress area(s).

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

Parameter	Unit	FY 2024	FY 2023
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	Not Measured	
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) - the relevant metric may be selected by the entity			

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

Independent assessment has not been carried out by any external agency.

3. With respect to the ecologically sensitive areas reported in Question 11 of Essential Indicators above, provide details of the 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 the outcome of such initiatives, as per the following format:**

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1	Retrofitment of DGs to dual fuel mode (Diesel 30% and PNG 70%)	-	Transition to Green Fuel
2	Conversion of biomass-based boiler to PNG-based boilers	-	Transition to Green Fuel
3	Switched to Automatic Textile cutting machine from Manual Travel Head clickers	-	Productivity improvement and human safety
4	Setting up of PVC Lamination plant to cater to synthetic leather requirement of featured PU and Shoe products	-	Better Quality of products and improved productivity
5	Transitioned to Servo Motors	-	Energy Conservation
6	Installed Dust Collector	-	Emission Reduction

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

Yes. The Company acknowledges the importance of business continuity plan to ensure seamless operations and has established policies to guarantee uninterrupted critical business functions.

We have also obtained ISO 27001:2013 for our Information Security Management System for the continual improvement, development, and protection of information assets and sensitive data. This certification validates our implementation of appropriate risk assessments, policies, and controls. Additionally, we regularly conduct cybersecurity awareness training sessions for our employees and have established a clear escalation process to report any suspicious activities. The risk management committee oversees the management and strategy of our Information Technology function, ensuring the confidentiality, integrity, and availability of computer systems, networks, and data by safeguarding against cyber-attacks and unauthorized access.

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.**

We have not currently monitored the impacts to the environment arising from the value chain of the entity.

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

No assessment done

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:** 16
- b. **List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of / affiliated to.**

S. N.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	PHD Chamber of Commerce	National
2.	CIFI (Confederation of Indian Footwear Industries)	National
3.	CFLA (Council for Footwear Leather and Accessories)	National
4.	All India Rubber Association	National
5.	Development Council For Footwear & Leather Industry	National
6.	All India Federation of Plastic Industries- (Delhi)	State
7.	FORM (Foundation of Rubber & Polymer Manufacturer)	State
8.	Bahadurgarh Chamber of Commerce & Industries	State
9.	Footwear Park Association- HSIIDC - (Bahadurgarh)	State
10.	Bahadurgarh Footwear Development Services Pvt. Ltd.	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 are no cases of anti-competitive conduct in the Company in FY 2024		

LEADERSHIP INDICATORS

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

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.**

The company has not conducted any Social Impact Assessments (SIA). However, we realise the importance of social impact assessments in understanding and addressing the potential social implications of our business activities.

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

Our operations and expansion projects have not resulted in the displacement of any population or their livelihoods. As a result, we have not undertaken any Rehabilitation and Resettlement (R&R) activities.

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

The Company continuously engages with the community members for any of their grievances.

In addition to Grievance Redressal, the community stakeholders also have the option of sharing their concerns with the Company via e-mail and the toll-free number mentioned on the Company's website.

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

Category of waste	FY 2024 (In %)	FY 2023 (In %)
Directly sourced from MSMEs/ small producers	48.94	66.05
Directly from within India	82.63	78.85

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-

The Company has plants, warehouses, offices & retail outlets spread across PAN India including Bahadurgarh, Bhiwadi, Haridwar, Delhi, etc..

Location	FY 2024	FY 2023
Rural	1.53	0.72
Semi-urban	0.33	0.09
Urban	51.06	50.17
Metropolitan	47.08	49.01

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

LEADERSHIP INDICATORS

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

Not Applicable

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

S. N.	State	Aspirational District	Amount Spent (in ₹)
1.	Uttarakhand	Haridwar	4.35 Crores

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

No

b. From which marginalized /vulnerable groups do you procure?

Not Applicable

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

Not Applicable

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

The Company doesn't own or acquire intellectual property based on traditional knowledge.

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

Not Applicable

6. Details of beneficiaries of CSR Projects:

Refer to Annexure D of Board's Report.

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 a well-established and comprehensive system in place to handle consumer feedback effectively. It has created multiple avenues of communication, including convenient options such as online service requests, a dedicated toll-free number, and an accessible email ID. These channels enable customers to easily raise their complaints and provide valuable feedback regarding the company's products or services.

Moreover, the company also welcomes walk-in complaints through its Exclusive Brand Outlets (EBOs), ensuring that customers have various options to voice their concerns directly. This approach emphasizes the company's commitment to listening to its customers and addressing their concerns promptly.

To ensure efficiency and responsiveness, an internal team is dedicated to continuously monitoring these communication platforms. This proactive monitoring allows the team to stay informed about incoming feedback and complaints, enabling them to take timely and appropriate actions to resolve issues and enhance customer satisfaction.

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

	As a percentage of total turnover
Environmental and social parameters relevant to the product	Relaxo products carry all the information on the product box which is mandatory as part of the regulatory compliance.
Safe and responsible usage	
Recycling and/or safe disposal	

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

	FY 2024			FY 2023		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data Privacy	-	-	-	-	-	-
Advertising						
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive trade practices	-	-	-	-	-	-
Unfair trade practices	-	-	-	-	-	-
Others (i.e. General Customer Complaints)	2366	-	-	2165	-	-

4. Details of instances of product recalls on accounts of safety issues:

	Number	Reasons for recall
Voluntary recalls	Not Applicable	
Forced recalls		

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

Yes, the Company has a policy on information security in place which is available on the internal network of the Company. Apart from that, the Company is ISO 27001:2013 certified and conducts regular audits as well.

The company's risk management framework also includes risk mitigation steps to overcome cybersecurity and risk related to data privacy.

Link of Risk Management Policy

https://dxkvlfvncvqr8.cloudfront.net/media/file/pdf/download_file/risk-management-policy-1708068852.pdf

<https://www.relaxof footwear.com/policies>

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:**

a. **Number of instances of data breaches** - Nil

b. **Percentage of data breaches involving personally identifiable information of customers** - NA

c. **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 a web link, if available).**

Information on the products and services of the entity can be accessed on the Company's Website.

Link to the website - <https://www.relaxofootwear.com/>

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. 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)**

The Company displays the necessary information on the product which is mandatory as per applicable Laws.

The Company take periodic surveys to identify its performance as well as assess customer satisfaction.