

August 13, 2024

**The National Stock Exchange of India Limited**  
Exchange Plaza  
Bandra Kurla Complex, Bandra (E)  
**Mumbai - 400 051**

**BSE Limited**  
P.J. Towers  
Dalal Street  
**Mumbai – 400 001**

Dear Sirs,

This is in continuation of our letter dated August 13, 2024.

We enclose a copy of the Business Responsibility & Sustainability Report which forms part of the Annual Report for the financial year 2023-24.

Kindly take the same on records.

Thanking you,

For Kajaria Ceramics Limited

R.C. Rawat  
COO (A&T) & Company Secretary

Encl.: As above

## **Kajaria Ceramics Limited**

**Corporate Office:** J1/B1 (Extn.), Mohan Co - op Industrial Estate, Mathura Road, New Delhi - 110044, **Ph.:** +91-11-26946409 | **Fax:** +91-11- 26946407

**Regd Office:** SF-11, Second Floor, JMD Regent Plaza, Mehrauli Gurgaon Road, Village Sikanderpur Ghosi, Gurgaon-122001, Haryana, **Ph.:** +91-0124-4081281

**CIN No.:** L26924HR1985PLC056150, **E-mail:** info@kajariaceramics.com | **Web.:** www.kajariaceramics.com

## Annexure - A

## Business Responsibility and Sustainability Reporting

Along with growth in our business, we are committed to create a positive impact on surrounding environment, promote wellbeing of society and do our operations with transparency. We have always considered our focus on ESG to be a key driver of long term value creation for all our stakeholders, negligence of which could create negative impact on company, nation and globe at larger level.

The BRSR framework is based on the National Guidelines for Responsible Business Conduct (NGRBC).

### SECTION A - GENERAL DISCLOSURES

#### I. Details of the listed entity

<b>1. Corporate Identity number</b>	: L26924HR1985PLC056150
<b>2. Name of the Listed Entity</b>	: Kajaria Ceramics Limited ("the Company")
<b>3. Year of incorporation</b>	: 1985
<b>4. Registered office address</b>	: SF-11, Second Floor, JMD Regent Plaza, Mehrauli Gurgaon Road, Village Sikanderpur Ghosi, Gurgaon, Haryana- 122001
<b>5. Corporate address</b>	: J-1/B-1 (Extn.), Mohan Co-operative Industrial Estate, Mathura Road, New Delhi – 110044
<b>6. E-mail</b>	: <a href="mailto:investors@kajariaceramics.com">investors@kajariaceramics.com</a>
<b>7. Telephone</b>	: 91-124-4081281 91-11-26946409
<b>8. Website</b>	: <a href="http://www.kajariaceramics.com">www.kajariaceramics.com</a>
<b>9. Financial year for which reporting is being done</b>	: 2023-24
<b>10. Name of the Stock Exchange(s) where shares are listed</b>	: BSE Limited (BSE), National Stock Exchange of India Limited (NSE)
<b>11. Paid-up Capital</b>	: ₹ 15.93 Crore
<b>12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report</b>	: Investor Relations Cell 91-11-26946409 <a href="mailto:investors@kajariaceramics.com">investors@kajariaceramics.com</a>
<b>13. Reporting boundary</b>	: The boundary covers Kajaria Ceramics Limited and its subsidiaries namely: <ul style="list-style-type: none"> <li>• Kajaria Infinity Pvt. Ltd.</li> <li>• Kajaria Vitrified Pvt. Ltd.</li> <li>• Kajaria Plywood Pvt. Ltd.</li> <li>• South Asian Ceramic Tiles Pvt. Ltd.</li> <li>• Kajaria Bathware Pvt. Ltd.</li> <li>• Kajaria Sanitaryware Pvt. Ltd. (Step-down subsidiary)</li> <li>• Kajaria International DMCC</li> <li>• Kerovit Global Pvt. Ltd. (Step-down subsidiary)</li> <li>• Kajaria Ramesh Tiles Limited – Nepal (Joint Venture)</li> </ul>

<b>14. Name of assurance provider</b>	: N. A.
<b>15. Type of assurance obtained</b>	: N. A.

#### 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
i	Tiles	Manufacturing and trading of ceramic and vitrified tiles	89%
ii	Others including bathware, sanitaryware, plywood products and tiles adhesives	Manufacturing and trading of sanitaryware and faucet and trading of plywood, laminates and tile adhesives	11%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
i	Manufacturing and trading of Ceramic / Vitrified Tiles. This activity accounts for majority turnover by our Company	239 2392 23929	89%
ii	Manufacturing and trading of Faucets/ Sanitaryware	281 2813 28132 239 2392 23922	8%
iii	Trading of Plywood and Laminates	466 4663 46631	2%
iv	Trading of Tile Adhesives	242 2429 24295	1%

#### III. Operations

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

Location	Number of plants	Number of offices	Total
National	10	64	74
International	0	3	3

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

###### a. Number of locations

Locations	Number
National (No. of states)	28
International (No. of countries)	39

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

1.58%

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

Kajaria caters to a wide range of customers including home owners, architects, interior designers, contractors etc. through its entrenched dealer and sub-dealer network. The company also directly caters to the institutional customers like builders, corporates and government etc.

#### IV. Employees

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

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>						
1.	Permanent (D)	<b>2,545</b>	2457	97%	88	3%
2.	Other than Permanent (E)	<b>5</b>	5	100%	0	0%
3.	Total employees (D + E)	<b>2,550</b>	2,462	97%	88	3%
<b>Workers</b>						
4.	Permanent (F)	<b>1,939</b>	1,870	96%	69	4%
5.	Other than Permanent (G)	<b>2,905</b>	2,834	98%	71	2%
6.	Total workers (F + G)	<b>4,844</b>	4,704	97%	140	3%

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Differently Abled Employees</b>						
1.	Permanent (D)	<b>0</b>	0	0	0	0
2.	Other than Permanent (E)	<b>0</b>	0	0	0	0
3.	Total differently abled employees (D + E)	<b>0</b>	0	0	0	0
<b>Differently Abled Workers</b>						
4.	Permanent (F)	<b>0</b>	0	0	0	0
5.	Other than Permanent (G)	<b>0</b>	0	0	0	0
6.	Total differently abled workers (F + G)	<b>0</b>	0	0	0	0

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

	Total (A)	Number and percentage of females	
		No. (B)	% (B/A)
Board of Directors	<b>8</b>	1	12.5%
Key Management Personnel	<b>2</b>	0	0%

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

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	15%	22%	15%	14%	21%	14%	11%	17%	12%
Permanent Workers	3%	7%	3%	10%	15%	10%	7%	4%	7%

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

As on 31<sup>st</sup> March 2024, the Company has 7 subsidiaries and two step down subsidiary alongwith one Joint Venture. The holding Company is Kajaria Ceramics Limited. The details of the subsidiaries have been disclosed in the Annual Report for the financial year 2023-24. Our subsidiaries are listed below:

- Kajaria Vitrified Private Limited.
- Kajaria Infinity Private Limited.
- South Asian Ceramic Tiles Private Limited
- Kajaria Plywood Private Limited.
- Kajaria Bathware Private Limited.
- Kajaria Sanitaryware Private Limited (Step-down subsidiary)
- Kajaria International DMCC
- Kerovit Global Private Limited (Step-down subsidiary)
- Kajaria Ramesh Tiles Limited (Joint Venture)

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Kajaria Bathware Private Limited	Subsidiary	85%*	No
2	Kajaria Sanitaryware Private Limited	step-down subsidiary	0	No
3	Kajaria Plywood Private Limited (KPPL)	Subsidiary	100%	No
4	Kajaria Vitrified Private Limited	Subsidiary	95%	No
5	Kajaria Infinity Private Limited (KIPL)	Subsidiary	84.59%	No
6	South Asian Ceramic Tiles Private Limited	Subsidiary	59.50%	No
7	Kajaria International DMCC	Subsidiary	100%	No
8	Kerovit Global Private Limited	Step- down Subsidiary	100%	No
9	Kajaria Ramesh Tiles Limited	Joint Venture	50%	No

\* Diluted basis

#### VI. CSR Details

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

Yes

##### (ii) Turnover :

₹4,578 Crore

##### (iii) Net worth:

₹2,617 Crore

#### VI. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24		FY 2022-23	
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Number of complaints filed during the year	Number of complaints pending resolution at close of the year
Communities	Yes, <a href="https://www.kajariaceramics.com/pdf/whistel_blowing_policy.pdf">https://www.kajariaceramics.com/pdf/whistel_blowing_policy.pdf</a>	0	0	0	0
Investors (other than shareholders)		0	0	0	0
Shareholders		14	0	7	1
Employees and workers		0	0	0	0
Customers		58	0	55	0
Value Chain Partners		0	0	0	0
Other (please specify)		0	0	0	0

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity

Refer materiality assessment section in Integrated Annual Report

**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

The National Guidelines for Responsible Business Conduct (NGRBC) as brought out by the Ministry of Corporate Affairs advocates the following nine principles:

P1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect and make efforts to restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Disclosure Questions	Ethics & Transparency	Product Responsibility	Human Resources	Stakeholders Engagement	Respect for Human Rights	Responsible manufacturing	Public Policy Advocacy	Inclusive Growth	Customer Engagement
<b>Policy and management processes</b>									
<b>1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>b. Has the policy been approved by the Board? (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>c. Web Link of the Policies, if available</b>	<a href="https://www.kajariaceramics.com/corporate-governance.php">https://www.kajariaceramics.com/corporate-governance.php</a>								
<b>2. Whether the entity has translated the policy into procedures. (Yes / No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>3. Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	The Company adheres to all the requirements of our BR policy and we also encourage our value chain partners to adopt best practices to achieve responsible business operations								
<b>4. Name of the national and international codes/ certifications/ labels/ standards adopted by your entity and mapped to each principle.</b>	The Company has also adopted various standard specified by the International Organization for Standardization (ISO) at different plants, which are mentioned below: 1. ISO 9001:2015 for Quality Management System 2. ISO 14001:2015 for Environmental Management System 3. ISO 45001:2018 for Occupational Health & Safety Management System 4. ISO 22000:2005 for Preparation & Serving of Vegetarian Food/Non-Alcoholic Beverages for employees & visitors in its canteen 5. ISO 50001:2011- Energy Conservation 6. Membership: India Green Building Council (IGBC)								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Disclosure Questions	Ethics & Transparency	Product Responsibility	Human Resources	Stakeholders Engagement	Respect for Human Rights	Responsible manufacturing	Public Policy Advocacy	Inclusive Growth	Customer Engagement
<b>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>									
<b>6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.</b>									
<b>Governance, leadership, and oversight</b>									
<b>7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements</b>									
<b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</b>									
<b>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.</b>									

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

Subject for review	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee									Frequency (Annually/ Half-yearly/ Quarterly/ Any other – please specify)									
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9	
Performance against above policies and follow up action																			Annually
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances																			We have internal control measures that check compliance on a regular basis.

	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>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.</b>									

**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
<b>The entity does not consider the Principles material to its business (Yes/No)</b>									
<b>The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)</b>									
<b>The entity does not have the financial or/human and technical resources available for the task (Yes/No)</b>									
<b>It is planned to be done in the next financial year (Yes/No)</b>									
<b>Any other reason (please specify)</b>									

Not applicable

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

**PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable**

## ESSENTIAL INDICATORS:

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by the awareness Programmes
<b>Board of Directors</b>	6 (as part of board Meetings)	Updates and awareness related to regulatory changes are conducted for the Board of Directors & KMPs. Topics covered includes: 1) Corporate Governance 2) Companies Act and rules made thereunder 3) SEBI Regulations 4) Environmental & Safety matters	100%
<b>Key Managerial Personnel</b>			
<b>Employees other than BoD and KMPs</b>	20	Our employees receive multiple trainings throughout the year on topics such as - Health and Safety trainings, Anti-corruption and bribery topics, Prevention of Sexual Harassment topics, Energy efficiency, etc.	100%
<b>Workers</b>	20	Our workers receive multiple trainings throughout the year on topics such as - Health and Safety trainings, Anti-corruption and bribery topics, Prevention of Sexual Harassment topics, Plantation activities, etc.	100%

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

	Monetary				
	NGRBC Principle	Name of the regulatory/enforcement	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
<b>Penalty/Punishment Fine</b>					
<b>Settlement</b>			NIL		
<b>Compounding fee</b>					
	Non-Monetary				
	NGRBC Principle	Name of the regulatory/enforcement	Brief of the Case	Has an appeal been preferred? (Yes/No)	
<b>Imprisonment</b>					
<b>Punishment</b>			NIL		

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

Not applicable

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

The Company's Code of Business Conduct and Ethics affirms its commitment to the highest standards of integrity and ethics. The copy of the same is available on the website of the Company at <https://www.kajariaceramics.com/pdf/CodeofBusinessConductEthics.pdf>.

The Company also has a whistle-blower mechanism that allows to raise voice against any instances of unethical/fraudulent activities, etc. The Whistle-blower policy is available at [https://www.kajariaceramics.com/pdf/whistel\\_blowing\\_policy.pdf](https://www.kajariaceramics.com/pdf/whistel_blowing_policy.pdf)

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

	FY 2023-24	FY 2022-23
<b>Directors</b>		
<b>KMPs</b>	NIL	NIL
<b>Employees</b>		
<b>Workers</b>		

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

	FY 2023-24	FY 2022-23
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		NIL
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

**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. However, we are constantly updating our systems for emerging risks and regulatory changes.

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

	FY 23-24	FY 22-23
Number of days of accounts payables	36	38

**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 23-24	FY 22-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Not Applicable	Not Applicable
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	90%	91%
	b. Number of dealers / distributors to whom sales are made	2489	2268
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	9%	9%
Share of RPTs in*	a. Purchases (Purchases with related parties / Total Purchases)	46%	46%
	b. Sales (Sales to related parties / Total Sales)	NIL	NIL
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	72%	68%
	d. Investments ( Investments in related parties / Total Investments made)	94%	100%

\* With subsidiaries only.

**LEADERSHIP INDICATORS:**

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

Total number of awareness programmes held	Topics/principles covered under the Training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
12	Dealer Salesmen Training Program	100%
8	training programmes for frontline sales force and display centre employees	100%

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

Yes, all directors of the Company disclose their interest in the company(ies)/firm(s)/bodies corporate/other association of individuals and any changes therein, annually or upon any change. Further, Directors of the Company also provide a declaration under the Code of Business Conduct and Ethics confirming that there is no violation of the said code which also covers the processes to avoid the instances of conflict of interest. In the meeting of the Board, the Directors abstain from participating in the items in which they are concerned or interested.

**PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe**

**ESSENTIAL INDICATOR:**

**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 2023-24 (%)	FY 2022-23 (%)	Details of improvements in environmental and social impacts
R&D	0%	0%	N.A,

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

Yes, we endeavour that majority of our raw material is sourced within the district or the locations surrounding our plants. Wherever feasible, we ensure no hazardous materials are used and process wastes are reused or recycled into our manufacturing process.

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

Majority of the resources involved in our manufacturing process are sourced sustainably. We aspire to associate with raw material vendors, who comply with environment and labour laws. In addition, we encourage our vendors to be mindful of responsible business conduct principles such as prevention of environmental pollution, no child labour/forced labour, implementation of safety procedures, etc.

Most of our raw material vendors are located in proximity to our manufacturing units which helps to minimize transportation and related GHG emissions. The Company continuously strives for load and route optimization to ensure fuel efficiency of the fleets and subsequently lower GHG emissions

**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.**

We are not undertaking reclamation of our products sold as our major products like tiles, sanitaryware and bathware products have a long lifespan.

**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.**

EPR is not applicable to us.

**LEADERSHIP INDICATOR:**

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

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

We have not conducted any LCA studies. However we recognize the importance of understanding the impact of our products on environmental and social aspects.

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

Name of Product / Service	Description of the risk / concern	Action Taken
	Our products are made from non-hazardous materials and we practice environment-friendly manufacturing processes while ensuring compliance with applicable regulations and laws. However, we recognize the importance of understanding the impact of our products on environmental and social aspects.	

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 23-24	FY 22-23
		Not feasible to quantify

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

	FY 2023-24			FY 2022-23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics(including packaging)						
E-waste						
Hazardous waste						
Other waste						

Very small quantity of plastic is used in our packaging. There is no process of reclaiming it.

Not applicable, the Company does not sell electronic products

Not applicable, the Company does not sell products with hazardous substances

Not applicable

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	We are not undertaking reclamation of our products sold as our tiles, sanitaryware and bathware products have a long lifespan. The cardboard used in our packaging material is recyclable.

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

**ESSENTIAL INDICATOR**

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	2,457	675	27%	2,420	99%	0	0	0	0	0	0
Female	88	26	30%	88	100%	88	100%	0	0	0	0
<b>Total</b>	<b>2,545</b>	<b>701</b>	<b>28%</b>	<b>2,508</b>	<b>99%</b>	<b>88</b>	<b>3%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Other than Permanent employees											
Male	3	0	0	3	100%	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

Category	Total (A)	% of workers covered by									
		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	1,870	137	7%	1,835	98%	0	0	0	0	0	0
Female	69	0	0	69	100%	69	100%	0	0	0	0
<b>Total</b>	<b>1,939</b>	<b>137</b>	<b>7%</b>	<b>1,904</b>	<b>98%</b>	<b>69</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Other than Permanent workers											
Male	2,834	0	0	0	0	0	0	0	0	0	0
Female	71	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>2,905</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

	FY 2023-24	FY 2022-23
Cost incurred on wellbeing measures as a % of total revenue of the company	0.10%	0.12%



## 2. Details of retirement benefits.

Benefits	FY 2023-24			FY 2022-23		
	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	97%	54%	Yes	97%	54%	Yes
Gratuity	98%	88%	Yes	100%	100%	Yes
ESI	3%	18%	Yes	5%	21%	Yes
Others – please specify	NIL			NIL		

\*Permanent workers

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

Yes, we ensure differently abled persons do not face any issue in all Kajaria locations/facilities.

## 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, our Business Responsibility policy clearly states our commitment as an equal opportunity employer. The policy is aligned with the Rights of Persons with Disabilities Act. The Company advocates a constructive business environment which ensures equal employment opportunities for all without any discrimination with respect to caste, creed, gender, nationality, colour, race, religion, disability or sexual orientation.

The weblink of policy is <https://www.kajariaceramics.com/pdf/BusinessResponsibilityPolicy.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	NA	NA	NA	NA
Female	80%	80%	100%	100%
Total	-	-	-	-

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, we have grievance redressal mechanism in place for all our employees and workers, irrespective of categories. At the same time, employees and workers at any level are encouraged to discuss any grievance with HoD and/or HR head
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	2,545	0	0	2,359	0	0
Male	2,457	0	0	2,271	0	0
Female	88	0	0	88	0	0
Total Permanent Workers	1,939	179	9%	2,020	191	9%
Male	1,870	179	10%	1,877	191	10%
Female	69	0	0	143	0	0

## 8. Details of training given to employees and workers (Permanent only) :

Category	F2023-24					FY 2022-23				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
Male	2,457	401	16%	247	10%	2,271	405	18%	670	30%
Female	88	3	3%	-	0%	88	1	1%	15	17%
Total	2,545	404	16%	247	10%	2,359	406	17%	685	29%
<b>Workmen</b>										
Male	1,870	476	25%	772	41%	1,877	656	35%	662	35%
Female	69	40	58%	20	29%	143	51	36%	30	21%
Total	1,939	516	27%	792	41%	2,020	707	35%	692	24%

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (A)	No. (B)	% (B / A)
<b>Employees</b>						
Male	2457	2457	100%	2274	2274	100%
Female	88	88	100%	88	88	100%
Total	2545	2545	100%	2362	2362	100%
<b>Workers</b>						
Male	1870	1870	100%	1877	1877	100%
Female	69	69	100%	143	143	100%
Total	1939	1939	100%	2020	2020	100%

**10. Health and safety management system:****a. Whether an occupational health and safety management system has been implemented by the entity? If yes, the coverage such system**

Yes, we have a health and safety management system in all our locations. The health & safety team in all our location regularly undertakes audits & inspections including workers and supervisor's feedback. Recommendations are discussed and suitably implemented.

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

We follow our hazard identification framework and conduct regular site inspections to ensure all safety procedures are being followed. Subsequently, we encourage our employees and workers to report any unsafe conditions or unsafe acts or near miss incidents promptly to the health & safety team to ensure corrective action in timely manner.

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.**

All workers are permitted to work only after they are given safety briefing on the activities to be performed. Workers are encouraged to report any work related hazard through internal communication. All work hazard reported are actioned upon by health & safety team.

**d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services?**

The employees and workers of Kajaria Ceramics, Kajaria Bathware, Kajaria Sanitaryware and Kajaria Plywood have access to non-occupational medical and healthcare services.

**11. Details of safety related incidents:**

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) per one million-person hours worked*	Permanent Employees and Workers	0.3	0.4
	Contract Workers	0.8	0.9
Total recordable work-related injuries*	Permanent Employees and Workers	1	1
	Contract Workers	1	0
No. of fatalities	Permanent Employees and Workers	1	0
	Contract Workers	0	1
High consequence work-related injury or ill-health (excluding fatalities)	Permanent Employees and Workers	0	0
	Contract Workers	0	0

\*includes all injuries with minimum 24 hours away from workplace

\*injuries with minimum 48 hours away from workplace

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

At Kajaria, safety of our employees and workers are our utmost priority. Our safety team conducts safety trainings and inspections to ensure all workers follow safety guidelines. We track health & safety performance of all our plants on a regular basis. All incidents found are thoroughly investigated with a root cause analysis followed by corrective actions.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0		0	0	
Health & Safety	0	0		0	0	

**14. Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	We have not conducted any external assessment.
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:**

The incidents reported are thoroughly investigated by the health & safety team to find the root cause followed by corrective actions and training.

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

(A) Employees – Yes (Permanent)

(B) Workers – Yes (Permanent)

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

The Company ensures all applicable statutory dues related to transactions within its remit are deducted and deposited in accordance with regulations. These transactions are reviewed by our internal teams and external auditors. The Company expects its value chain partners to uphold business responsibility principles and values of transparency and accountability.

**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:**

	FY 2023-24 and FY 2022-23	
	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
Employees	NIL	Not applicable
Workers		

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

No

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

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	We expect all our value chain partners to follow applicable regulations and laws, including those related to health and safety practices and working conditions.
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

No such significant risks / concerns were identified during the year.

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

##### ESSENTIAL INDICATOR

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

The process involves identifying any individual or institution that adds value to the company through regular interactions. This inter alia includes Investors, Government and Regulatory Bodies, Industry Bodies and Associations, Employees, Consumers or end users, Communities, Suppliers and Dealers.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Refer stakeholder engagement section of Integrated Annual Report				

##### LEADERSHIP INDICATOR

###### 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 processes for the consultation between stakeholders and the Board on economic, environmental, and social topics are mentioned in 'Stakeholder' Engagement' section at page no. 18 of this report. Once we receive the inputs/feedbacks from stakeholders, the same is discussed with the Board on the basis of matters of priority and importance from time to time.

###### 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics. If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, we have engaged with our internal stakeholders to discuss risk and opportunities on Environment, Social & Governance topics. Consequently, we identified list of material topics important to the company and stakeholders. Refer materiality section in the annual integrated report for details.

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

There are no identified disadvantaged, vulnerable & marginalized stakeholders.

#### PRINCIPLE 5: Businesses should respect and promote human rights

##### ESSENTIAL INDICATOR

###### 1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent						
Other than permanent	0%					
<b>Total</b>						
<b>Workmen</b>						
Permanent						
Other than permanent	0%					
<b>Total</b>						

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

Category	FY 2023-24					Total (D)	FY 2022-23			
	Total (A)	Equal to Minimum Wage		More than Minimum Wage			Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
Permanent	2,545	1	0	2,544	99.99%	2,359	0	0	2,359	100%
Male	2,457	1	0	2,456	99.99%	2,271	0	0	2,271	100%
Female	88	0	0	88	100%	88	0	0	88	100%
Other than Permanent	5	1	20%	4	80%	13	3	23%	10	77%
Male	5	1	20%	4	80%	13	3	23%	10	77%
Female	0	0	0	0	0	0	0	0	0	0
<b>Workmen</b>										
Permanent	1,939	0	0	1,939	100%	2,020	0	0	2,020	100%
Male	1,870	0	0	1,870	100%	1,877	0	0	1,877	100%
Female	69	0	0	69	100%	143	0	0	143	100%
Other than Permanent	3,178	774	24%	2,404	76%	2,962	1,513	51%	1,449	49%
Male	3,062	713	23%	2,349	77%	2,874	1,495	52%	1,379	48%
Female	116	61	53%	55	47%	88	18	20%	70	80%

**3. Details of remuneration/salary/wages:**

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (Per Annum)	Number	Median remuneration/ salary/ wages of respective category (Per Annum)
Board of Director (BOD)*	7	₹556.40 Lakhs	1	0
Key Managerial Personnel	2	₹201.37 Lakhs	0	0
Employees other than BoD and KMP (permanent)	2,455	₹7.58 Lakhs	88	₹3.92 Lakhs
Workers	1,870	₹4.24 Lakhs	69	₹2.13 Lakhs

\*The Non-executive Directors of the Company are entitled for sitting fees only. The detail of remuneration of Non-executive Directors is provided in Corporate Governance Report and is governed by the Nomination and Remuneration. The sitting fees to Non-executive Directors is, therefore, not considered for the purpose above.

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

	FY 23-24	FY 22-23
Gross wages paid to females as % of total wages	2.4%	3.0%

**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?**

Our Human Resources function is responsible for handling human rights related impacts and issues arising from our operations. In addition, our Business Responsibility committee along with the respective business heads are responsible for addressing any human rights issues caused or contributed by the business.

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

Our employees and workers can register any grievances through our suggestion or complaint boxes. Alternatively, they can write or consult the Chief Human Resource Officer or HR heads of respective plants.

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

	FY 2023-24 and FY 2022-23	
	Filed during the year	Pending resolution at the end of year
Sexual Harassment		
Discrimination at workplace		
Child Labor	NIL	NIL
Forced Labor/ Involuntary Labor		
Wages		
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 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	NIL	NIL
Complaints on POSH as a % of female employees / workers	NIL	NIL
Complaints on POSH upheld	NIL	NIL

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

Stakeholder are encouraged to express freely, responsibly, and in an orderly way the opinions and feelings about any problem or complaint of harassment. We ensure protection against retaliation to complainants, witnesses, committee members and other employees involved in prevention and complaint resolution.

Our whistleblower policy provides the following guiding principles:

- ensure that the Whistle Blower and/or the person processing the Protected Disclosure is not victimized for doing so;
- treat victimization as a serious matter including initiating disciplinary action on such person/(s);
- ensure complete confidentiality;
- not attempt to conceal evidence of the Protected Disclosure;
- take disciplinary action, if any one destroys or conceals evidence of the Protected Disclosure made/to be made;
- provide an opportunity of being heard to the persons involved especially to the subject.

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

We do not include the requirements in our contracts. However, we encourage our business partners to adhere to responsible business practices and follow all applicable laws and regulations.

**10. Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Sexual Harassment	
Discrimination at workplace	We are not conducting formal assessments on these topics; however, we are in compliance with all applicable laws and regulations.
Child Labor	
Forced Labor/ Involuntary Labor	
Wages	
Human Rights Issues	

**11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.**

Not applicable

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

During the reporting period, we have not received any grievance/complaint which required any modification or introduction of new business process pertaining to human right.

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

We have not conducted any formal due diligence procedures for human rights issues during the year.

However, we are an equal opportunity employer for all without any discrimination with respect to caste, creed, gender, nationality, colour, race, religion, disability or sexual orientation.

**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?**

We ensure differently abled persons do not face any issue in all Kajaria locations/facilities.

#### 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	We have not conducted any formal assessments of our value chain partners. The Company expects all value chain partners to adopt responsible business principles and comply with applicable laws and regulations in all our dealings.
Discrimination at workplace	
Child Labor	
Forced Labor/Involuntary Labor	
Wages	
Others	

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

We have not conducted any formal assessments of our value chain partners. However, the company expects its value chain partners to adhere to the same values, principles and business ethics upheld by us in all their dealings.

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

#### ESSENTIAL INDICATOR

#### 1. Details of total energy consumption (Giga Joules) and energy intensity:

Parameter	FY 2023-24	FY 2022-23
<b>From renewable sources</b>		
Total electricity consumption (A)	66,456	44,731
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	66,456	44,731
<b>From non-renewable sources</b>		
Total electricity consumption (D)	9,04,259	9,33,779
Total fuel consumption (E)	74,56,533	72,09,700
Energy consumption through other sources (F)	0	0
Total energy consumed from non renewable sources (D+E+F)	83,60,792	81,43,479
Total energy consumed (A+B+C+D+E+F)	84,27,248	81,88,211
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.00018	0.00019
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	.00421	.00428
Energy intensity in terms of physical output	0.104	0.102
Energy 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?

No independent assessment/ evaluation/assurance was carried out for the reporting period.

#### 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? 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.

No, we are not a designated consumer of the PAT scheme.

#### 3. Provide details of the following disclosures related to water:

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	1,84,674	3,38,967
(ii) Groundwater	8,28,621	8,04,432
(iii) Third party water	3,24,456	2,22,927
(iv) Seawater / desalinated water	0	0
(v) Others - municipality	0	0
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	13,37,751	13,66,325
Total volume of water consumption (in kiloliters)	13,37,751	13,66,325
Water intensity per rupee of turnover (Water consumed / turnover)	0.000029	0.000031
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.00067	0.00071
Water intensity in terms of physical output	0.017	0.017
Water 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?

No independent assessment/ evaluation/assurance was carried out for the reporting period.

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

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

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No.

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

Yes, all the plants are zero liquid discharge facilities. We recycle all effluents in our ETP and STP and reuse the water recycled back into our manufacturing process.

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

Air emissions are monitored regularly to ensure that we are in compliance with the permissible limits of regulatory norms.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

No independent assessment/ evaluation/assurance was carried out for the reporting period.

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity:**

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Tonnes CO <sub>2</sub> e	5,82,438	5,04,367
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Tonnes CO <sub>2</sub> e	1,80,393	1,84,161
Total Scope 1 and Scope 2 emissions	Tonnes CO <sub>2</sub> e	7,62,831	6,88,528
Total Scope 1 and Scope 2 emission intensity per rupee of turnover	Tonnes CO <sub>2</sub> e/ turnover	0.000017	0.000016
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		0.000381	0.000360
Total Scope 1 and Scope 2 emission intensity in terms of physical output		0.009480	0.008635
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

No independent assessment/ evaluation/assurance was carried out for the reporting period.

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

We do not have dedicated projects to reduce GHG emissions. However, we do undertake measures to improve our energy efficiency and reduce our energy consumption, which impact our greenhouse gas emissions.

**9. Provide details related to waste management by the entity:**

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	2,373.6	1,537.3
E-waste (B)	3.8	1.1
Bio-medical waste (C)	0.0	0.0
Construction and demolition waste (D)	-	-
Battery waste (E)	14.1	9.2
Radioactive waste (F)	-	-
Other Hazardous waste (G)	68.6	137.7
Other Non-hazardous waste generated (Orange Category) (H)	111,348.7	110,166.0
Total (A+B + C + D + E + F + G + H)	113,808.8	111,851.2
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.000002	0.000003

Parameter	FY 2023-24	FY 2022-23
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.000057	0.000058
Waste intensity in terms of physical output	0.0014	0.0014
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	107,426.8	94,448.7
(ii) Re-used	19,898.6	-
(iii) Other recovery operations (a+b)		
a) Sold to authorized vendors	784.9	138.8
b) Sold to scrap vendors	34,841.3	17,158.8
Total	162,951.5	111,746.2
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		
(ii) Landfilling		Nil
(iii) Other disposal operations		
Total		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

No independent assessment/ evaluation/assurance was carried out for the reporting period.

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

Waste generation is an inevitable part of manufacturing process. However, efforts have been taken to minimize generation of waste and at the same time create value from it. We have proactive maintenance schedule for all our machinery, engineering teams to handle any kind of spillage, leakages and periodic inspection schedule for machinery to minimize the quantity of waste generated. Simultaneously, majority of the broken and rejected tiles are reused as raw material.

**11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

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

During the reporting period no environmental impact assessments of projects undertaken.

**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. If not, provide details of all such non-compliances:**

Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
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The company is in compliance with all environment related applicable legislations

**LEADERSHIP INDICATOR**

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

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

**Plant (1):-**

(i) Name of the area: Gailpur (Tijara block)

(ii) Nature of operations: tiles manufacturing

(iii) Water withdrawal, consumption, and discharge:

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	0	0
(ii) Groundwater	4,59,616	4,55,890
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kiloliters)</b>	4,59,616	4,55,890
<b>Total volume of water consumption (in kiloliters)</b>	4,59,616	4,55,890
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	0.000010	0.000010
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>		
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
(i) Into Surface water		
- No treatment		
- With treatment – please specify Wlevel of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) To Others		
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kiloliters)</b>		

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

No independent assessment/ evaluation/assurance was carried out for the reporting period

**Plant (2):-**

(i) Name of the area: Gailpur (Tijara block)

(ii) Nature of operations: faucet manufacturing

(iii) Water withdrawal, consumption, and discharge:

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	0	0
(ii) Groundwater	9,152	9,256
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
<b>Total volume of water withdrawal (in kiloliters)</b>	9,152	9,256
<b>Total volume of water consumption (in kiloliters)</b>	9,152	9,256
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	0.0000002	0.0000002
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>		
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
(i) Into Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) To Others		
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kiloliters)</b>		

Entire quantity of wastewater is recycled and used back in our plants

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

No independent assessment/ evaluation/assurance was carried out for the reporting period

**Plant (3):-**

(i) Name of the area: Sikandarabad

(ii) Nature of operations: Tiles manufacturing

(iii) Water withdrawal, consumption, and discharge:

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	0	0
(ii) Groundwater	2,01,639	1,92,944
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
<b>Total volume of water withdrawal (in kiloliters)</b>	2,01,639	1,92,944
<b>Total volume of water consumption (in kiloliters)</b>	2,01,639	1,92,944
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	0.000004	0.000004
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>		
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
(i) Into Surface water	Entire quantity of wastewater is recycled and used back in our plants	
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) To Others		
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kiloliters)</b>		

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

No independent assessment/ evaluation/assurance was carried out for the reporting period

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

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

We have not calculated Scope 3 GHG emissions

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

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

Not applicable

**4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

S. No.	Initiative undertaken	Details of the initiative	Outcome of the initiative
1	Utilization of process waste in production process to conserve natural resources and reduce wastages in all plants	We re-use majority of broken tiles, sludge and other process waste back into our manufacturing process	Lower waste generation during manufacturing process
2	Installation of rainwater harvesting structure to conserve water	We focus on rainwater harvesting thus reducing our usage of ground water resources	Lower dependency on ground water
3	Use of renewable fuel sources	We utilise renewable electricity wherever possible in our plants. In addition, our Srikalahasti plant uses biomass as one of the fuel options during the manufacturing process	Lower dependency on thermal energy, resulting in lower emission

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

Our Risk Committee is pivotal in defining our risk management strategies related to disaster management and business continuity. We have location-based emergency response plans which includes periodic mock drills against events such as fire, earthquake, etc. Our highly experienced team with right mix of people, and frequent knowledge exchange sessions between leadership team and plant representatives ensures highest product quality, desired production levels and no disruptions in any business functions.

**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 conducted formal assessment our value chain partners on their impact on environment. However, we expect our value chain partners to be mindful of their impacts on the environment and comply with applicable laws and regulations.

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

We have not conducted formal assessment our value chain partners on their impact on environment.



**PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

**ESSENIAL INDICATOR**

**1. a. Number of affiliations with trade and industry chambers/ associations.**

We are affiliated with eight trade and industry chambers and associations.

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	Federation of Indian Chamber of Commerce and Industry	Pan India
2	PHD Chamber of Commerce	Pan India
3	Indian Council of Ceramic Tile and Sanitaryware	Pan India
4	Bhiwadi Manufacturers Association	Greater Bhiwadi
5	Sikandrabad Industries Association	Industrial Estate Sikandrabad
6	Indian Industries Association	Pan India
7	Bhiwadi Chamber of Commerce and Industries	Greater Bhiwadi
8	National Safety Council of India	Mumbai

**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
	The company has not received any order from the regulatory authority	

**LEADERSHIP INDICATOR**

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

Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board	Web Link
The Company is associated with various chambers of commerce/associations with an intention of mutual learning and contribution in development process. As and when required the Company put forth its view on the issues faced by the industry with respective business forums/chambers		No	As per requirements	Not Applicable

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

**ESSENTIAL INDICATOR**

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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The Company supports inclusive growth and equitable development through its Corporate Social Responsibility (CSR) programmes. The Company has aligned its CSR programmes/ initiatives/ activities with the requirements of Companies Act, 2013. The Company's CSR activities are being monitored by the Corporate Social Responsibility Committee constituted by the Board. The details and impact of the CSR programmes/ initiatives/ activities taken by the Company in the recognized fields are detailed in the CSR annexure attached to the Annual Report of the Company.

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

Not Applicable.

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

Grievance Redressal of community is paramount in strengthening our relations with them. This provides us the social license to operate and execution of CSR projects. Our local HR team regularly interact with community members to identify and address their concerns. We have not encountered any specific grievances from the community in the reporting period.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	30%	22%
Directly from within India	Not measured	Not measured

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

Location	FY 2023-24	FY 2022-23
Rural	48%	49%
Semi-urban	1%	0%
Urban	11%	16%
Metropolitan	40%	35%

**LEADERSHIP INDICATOR:**

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

Details of negative social impact identified	Corrective action taken
	No Social Impact Assessment was conducted during the year.

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

State	Aspirational District	Amount spent (In ₹)
	None	

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

No, we do not have such procurement criteria

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

No, we do not have such procurement criteria

(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:

Intellectual Property based on traditional knowledge	owned/ acquired	Benefit shared	Basis of calculating benefit share
			Not applicable

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

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

6. Details of beneficiaries of CSR Projects:

Please refer to director's report for CSR project details

**PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner**

**ESSENTIAL INDICATOR**

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

The Company is dedicated to deliver products that satisfy the unmet needs of the consumers. The Company value customer satisfaction as one of its greatest assets. Therefore, it has put in place effective redressal mechanism for addressing customer complaints and handling consumer cases. The system has been created keeping the interest of customers, so as to ensure minimum hassles. The system is periodically reviewed by management team as well. The Company regularly organizes feedback and awareness programs for its customers across various locations. The Company has also provided Toll Free Number facility to entertain the customer complaints and the Company always endeavors to resolve the complaints at the earliest. Further all the dealers are advised to ensure that the customer complaints are redressed in the shortest possible time.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	0
Safe and responsible usage	100%
Recycling and/or safe disposal	0

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

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

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

	Number	Reasons for recall
Voluntary recalls	NIL	NA
Forced recalls	NIL	NA

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

We have a privacy policy which comprises of data protection, email, web and network protection. It also includes access control policy with two-factor authentication to protect the system from unauthorised access. Multiple security controls like firewall, end-point protection, web protection, etc. have been implemented to prevent data attacks and threats. Web link of the privacy policy is [https://www.kajariaceramics.com/pdf/Privacy\\_Policy.pdf](https://www.kajariaceramics.com/pdf/Privacy_Policy.pdf)

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

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** - NIL

c. **Impact, if any, of the data breaches** - Not applicable

#### LEADERSHIP INDICATOR

1. **Channels / platforms where information on products and services of the entity can be accessed**

Customers have access to the Company's website which provides host of information on products and services. In addition, information is disseminated to the customers through dealer network, display boards, exhibitions, catalogues, advertisements, etc.

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

Our packaging provides information on safe and responsible usage of products.

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

None of our products are classified as essential services, hence it is not applicable.

4. **Does the entity display product information on the product over and above what is mandated as per local laws? 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)**

No.

# Independent Auditor's Report

To the Members of **Kajaria Ceramics Limited**

## Report on the Audit of the Standalone Financial Statements

### Opinion

1. We have audited the accompanying standalone financial statements of Kajaria Ceramics Limited ('the Company'), which comprise the Balance Sheet as at 31 March 2024, the Statement of Profit and Loss (including Other Comprehensive Income), the Statement of Cash Flow and the Statement of Changes in Equity for the year then ended, and notes to the standalone financial statements, including material accounting policy information and other explanatory information.
2. In our opinion and to the best of our information and according to the explanations given to us, the aforesaid standalone financial statements give the information required by the Companies Act, 2013 ('the Act') in the manner so required and give a true and fair view in conformity with the Indian Accounting Standards ('Ind AS') specified under section 133 of the Act read with the Companies (Indian Accounting Standards) Rules, 2015 and other accounting principles generally accepted in India, of the state of affairs of the Company as at 31 March 2024, and its profit (including other comprehensive income), its cash flows and the changes in equity for the year ended on that date.

### Basis for Opinion

3. We conducted our audit in accordance with the Standards on Auditing specified under section 143(10) of the Act. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Standalone Financial Statements section of our report. We are independent of the Company in accordance with the Code of Ethics issued by the Institute of Chartered Accountants of India ('ICAI') together with the ethical requirements that are relevant to our audit of the financial statements under the provisions of the Act and the rules thereunder, and we have fulfilled our other ethical responsibilities in accordance with these requirements and the Code of Ethics. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Key Audit Matters

4. Key audit matters are those matters that, in our professional judgment, were of most significance in our audit of the standalone financial statements of the current period. These matters were addressed in the context of our audit of the financial statements as a whole, and in forming our opinion thereon, and we do not provide a separate opinion on these matters.