

Business Responsibility and Sustainability Report

Section A: General Disclosures

Details of the listed entity:

S. No.	Question	Response
1.	Corporate Identity Number (CIN) of the Listed Entity	L26102DL1984PLC019542
2.	Name of the Listed Entity	Asahi India Glass Limited
3.	Year of Incorporation	1984
4.	Registered Office Address	A-2/10, 1 st Floor, WHS DDA Marble Market, Kirti Nagar, New Delhi - 110015
5.	Corporate Address	Global Business Park, Tower - D, 3 rd & 11 th Floor, Mehrauli - Gurugram Road, Gurugram, Haryana - 122002
6.	E-mail	investorrelations@aisglass.com
7.	Telephone	0124-4062212
8.	Website	www.aisglass.com
9.	Financial Year for which report is being done	1 st April 2023 – 31 st March 2024
10.	Name of the Stock Exchange(s) where shares are listed	<ul style="list-style-type: none"> BSE Limited National Stock Exchange of India (NSE) Limited
11.	Paid-up Capital (₹.)	24,30,89,931
12.	Name and contact details (telephone & email) of the person who may be contacted in case of queries on the BRSR report	Mr. Gopal Ganatra Executive Director, Chief - GRC, General Counsel & Company Secretary 0124-4062212 investorrelations@aisglass.com
13.	Reporting Boundary (Standalone or Consolidated basis)	Standalone
14.	Name of assurance provider	Not applicable
15.	Type of assurance obtained	Not applicable

Products and 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 Processing of Glass	Manufacturing: Clear, Tinted, Reflective, Mirror, Back painted and Frosted Glass. Processing: Laminated, Toughened, and White Goods Glass.	100%

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

S. No.	Product/ Service	NIC Code	% of total turnover contributed
1	Toughened Glass, Laminated Glass, and Float Glass	23101	100%

Operations:

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

Location	Number of locations	Number of offices	Total
National	14	6*	20
International	0	0	0

*:Delhi, Navi Mumbai, Gurgaon, Kolkata, Bangalore & Noida



19. Markets Served by the Entity:

a. Number of Locations:

Location	Total
National (No. of States)	Pan India
International (No. of Countries)	More than 15 countries across the globe

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

Export sale contribute 1.3% of the total turnover during FY 2023-24.

c. A Brief on types of customers?

Asahi India Glass Limited (AIS) caters to market requirements in three segments namely: **a) Automotive, b) Building and Construction (Architectural);** and **c) Consumer Glass.**

In the Auto glass business, the Company supplies glass across a wide range of vehicle segments such as passenger vehicles, commercial vehicles (trucks and buses), railways, city metro trains, tractors, and off-highway vehicles. This allows the Company to serve a broad range of customers including OEMs as well as end consumers, accounting for 75% of the market share in passenger vehicle segments in India. Additionally, the Company supplies glass in white goods segment, i.e. refrigerator shelf glass, door glass, washing machine lid glass, and glass for other such domestic appliances.

Employees:

20. Details as at the end of Financial Year 2023-24:

a. Employees and Workers

Employees (including differently abled)

S. No.	Particulars	Total (A)	Male		Female	
			Number (B)	Percentage (B/A)	Number (B)	Percentage (B/A)
1.	Permanent Employees	1,898	1,805	95%	93	5%
2.	Other than Permanent Employees	25	25	100%	0	0%
3.	Total Employees (1+2)	1,923	1,830	95%	93	5%

Workers (including differently abled)

S. No.	Particulars	Total (A)	Male		Female	
			Number (B)	Percentage (B/A)	Number (B)	Percentage (B/A)
4.	Permanent Workers	669	669	100%	0	0%
5.	Other than Permanent Workers	3,883	3,650	94%	233	6%
6.	Total Workers (4+5)	4,552	4,319	95%	233	5%

b. Differently abled Employees and Workers

Differently Abled Employees

S. No.	Particulars	Total (A)	Male		Female	
			Number (B)	Percentage (B/A)	Number (B)	Percentage (B/A)
1.	Permanent Employees	2	2	100%	0	0%
2.	Other than Permanent Employees	0	0	0%	0	0%
3.	Total Employees (1+2)	2	2	100%	0	0%

Differently Able Workers						
S. No.	Particulars	Total (A)	Male		Female	
			Number (B)	Percentage (B/A)	Number (B)	Percentage (B/A)
4.	Permanent Workers					
5.	Other than Permanent Workers					
6.	Total Workers (4+5)					

21. Participation/ Inclusion/ Representation of Women

	Total (A)	Number of Female (B)	Percentage (B/A)
Board of Directors	9*	3	33.33%
Key Management Personnel	2*	0	0%

* One of the KMP is the member of Board, therefore he is considered as part of Board of Directors

22. Turnover rate for permanent employees and workers:

Particulars	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	18%	29%	19%	16%	31%	16%	14%	31%	15%
Permanent Workers	Not Applicable								

Holding, Subsidiary and Associate Companies (including Joint Ventures):

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

S. No.	Name of the holding/ subsidiary/ associate company/ joint venture (A)	Indicate whether holding/ subsidiary/ associate company/ joint venture	% of shares held by listed entity	Does the entity indicated at Column A, participate in the Business Responsibility initiatives of the entity (Yes/ No)
1	AIS Glass Solutions Limited	Subsidiary	82.55%	No
2	GX Glass Sales and Services Limited	Subsidiary	93.48%	No
3	Integrated Glass Materials Limited	Wholly Owned Subsidiary	100%	No
4	Shield Autoglass Limited	Subsidiary	99.997%	No
5	AIS Adhesives Limited	Subsidiary	95.66%	No
6	AIS Distribution Services Limited	Subsidiary	99.97%	No
7	TGPEL Precision Engineering Limited	Associate	30.00%	No
8	Fourvolt Solar Private Limited	Associate	40.00%	No
9	Asahi India Flat Glass Limited	Wholly Owned Subsidiary	100.00%	No
10	Under Par Sports Technologies Private Limited	Associate	34.00%	No

CSR Details:

24.

(i). Whether CSR is applicable as per Section 135 of Companies Act, 2013 (Yes/No)	Yes
(ii). Turnover (in ₹)	41,77,26,42,925
(iii). Net Worth (in ₹)	24,13,48,45,846

Transparency and Disclosures Compliances:

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

Stakeholder Group	Grievance Redressal Mechanism in place (Y/N) (Provide web-link of policy)	Current Financial Year 2023- 24			Previous Financial Year 2022- 23		
		Number of complaints filed during the year	Number of complaints pending at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending at close of the year	Remarks
Communities	Yes* The company through its implementing partners, reaches out to the villages located in the peripheral area of its manufacturing locations and conducts sessions for taking feedback and addressing grievances, if any received by them.	0	0	Not applicable	0	0	Not applicable
Implementing Partners (NGOs)	Yes* The implementing partners address their grievances over email.	0	0	Not applicable	0	0	Not applicable
Investor and Shareholders	Yes. The Company has an Investor Relations Department that provides services to shareholders and Investors. The Company has effective systems and processes in place to ensure prompt redressal of investor grievances, such as: (a) The Company has a specific e-mail ID earmarked for receiving investor complaints, which is investorrelations@aisglass.com . (b) The Company Secretary oversees the redressal of investor grievances, and reviews adherence to the service standards adopted by the Company for redressal of investor grievances and updates the same periodically to the Stakeholders Relationship Committee of the Board of Directors. (c) The Company's Investor Relations Department attends to shareholder and investor complaints within five working days or as per applicable requirements. (d) Details of investor complaints received by the Company are filed on a quarterly basis with the Stock Exchanges where the Company's shares are listed. https://www.aisglass.com/for-investors/investor-relations-contact/ .	34	0	All complaints resolved	55	1	The pending complaint was duly resolved in the next quarter.
Employees and Workers	Yes* The employees and workers have access to the company's Whistleblower mechanism and can raise their grievances through email ID online portal, and other written channels. At each location, various committees like; the Safety Committee, Canteen Committee, Transport Committee, and Employee Welfare Committee are available where employees and workers can register and redress their grievances. Further, at each plant location suggestion boxes have been installed at key locations for employees and workers to write and submit their recommendations and feedback.	1	1	The complaint is pending for resolution	0	0	Not applicable

Stakeholder Group	Grievance Redressal Mechanism in place (Y/N) (Provide web-link of policy)	Current Financial Year 2023- 24			Previous Financial Year 2022- 23		
		Number of complaints filed during the year	Number of complaints pending at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending at close of the year	Remarks
Customers	Yes* The customers raise and address their grievances through various communication channels such as e-mail, couriers, and quality complaints portals. Customers can reach out to a local salesperson to lodge complaints and resolve their concerns. An Android and iOS application was piloted in FY 2022-23 for customers to lodge their complaints on the customer portal.	117	0	All complaints closed with in timeline defined.	128	0	All complaints closed with in timeline defined.
Value Chain partners	Yes* The grievance redressal mechanism for value chain partners is through email, in-person meetings, and direct communication. There is an escalation metric available for any kind of issue or wrongdoing as per the Code of Conduct of the AIS.	0	0	Not applicable	0	0	Not applicable

Note: * Some of the policies guiding the Company's conduct with all its stakeholders, including grievance mechanisms are placed on the Company's website. The link is: <https://www.aisglass.com/for-investors/for-investors-policies/>. In addition, there are internal policies placed on the intranet platform of the Company.

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 (R/O)	Rationale for identifying the risk/ opportunity	In case of Risk, approach to adapt or mitigate	Financial Implications of the risk or the opportunity (Negative/ Positive)
1	Energy Management (Climate Change, GHG Emissions and Air Pollution)	Risk & Opportunity	To identify areas of intervention and opportunities for reducing air pollution, mitigating GHG emissions, and improving energy efficiency during business operations and across the value chain.	We continue to move towards reducing the amount of purchased energy by shifting to the installation of renewable sources of energy. In addition to this, to mitigate GHG emissions during transportation, energy consumption based upon green fuel is being planned by Delhi NCR - based suppliers as per Government of India's notification and our customers aspirations for green fuel and lower emission levels.	Potential negative financial implications and reputational damage in case of failure to meet the commitment towards GHG reduction.
2	Waste Management	Risk & Opportunity	Waste Management is the most critical aspects in our industry, and it is our prime responsibility to sustainably manage both hazardous and non-hazardous waste generated by our operations and recycle and reuse the generated waste, to whatever extent possible.	We continuously analyze the quantity of waste generated at our manufacturing sites and modify plans as needed to reduce waste output. As a glass manufacturer, most of our waste is cullet; nonetheless, we work very precisely and adhere to all safety regulations to prevent the unnecessary formation of shattered glasses. In addition, we train our employees on the necessity of waste reduction on a regular basis. Cross functional teams, including workers, are trained in problem-solving approaches to increase employee involvement in awareness and reduce waste generation through Kaizen and other continuous improvements.	Improper waste management may result in environmental pollution/ contamination, regulatory fines and notices, adverse health impacts, and community outcry, all of which will harm the brand's reputation.

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 the opportunity (Negative/ Positive)
3	Water Management	Risk & Opportunity	Given the importance of water conservation, it is our responsibility to properly manage the consumption and treatment of the water used in our operations.	Effluent Treatment Plants (ETPs) have been established at all our manufacturing plants to ensure the continuous treatment of the water discharged by our activities. We intend to pursue opportunities for reducing water consumption in our operations through various innovations and efforts.	Non-availability of water may impact the operations of our business and lead to potential financial loss.
4	Occupational Health and Safety (OHS)	Risk & Opportunity	One of top priorities is to provide a safe workplace for our employees and workers. It is important for the Company's long-term performance that we ensure the well-being of our employees and comply with all the legal requirements.	The Company undertakes internal and external audits in accordance with the ISO 45001:2018 standard to ensure the implementation of Occupational Health and Safety (OHS) Management systems within the Company's operations. The Company's Process Safety Management System facilitates the implementation of best safety practices. Further, it enables the identification of work-related hazards through design checklists, Hazard, and Operability Analysis (HAZOP), Hazard Identification and Risk Assessment (HIRA) and other consequence modelling studies.	Failure in the safety management system may lead to the person-hour loss and therefore impact the productivity of our operations, leading to financial costs.
5	Human Rights	Risk & Opportunity	Commitment to provide our workforce with equal opportunity in terms of recognition, advancement, and career path, regardless of their origin or views and not tolerating any form of discrimination or harassment is important for the sustainable growth of the company. Any violation to the human rights may also lead to regulatory, legal, and legislative challenges.	The Company has formulated policies and procedures around human rights and a code of conduct which are regularly reviewed and updated under the human rights assessment. Further, we have also formulated a Steering Committee to ensure all complaints related to human rights are dealt with utmost priority and sincerity. Regular trainings are also provided to our employees and workers to make them aware of their basic rights and our policies and procedures around human rights.	Potential to negatively impact the brand image, inability to retain good talent and regulatory fines and notices etc.
6	Business Ethics & Transparency	Risk & Opportunity	Adherence to the highest standards of transparency and ethics are important to achieve corporate governance excellence and in turn gain confidence of our stakeholders.	The Company has implemented code of conduct policies for employees, senior management, and Board of Directors (BODs) to ensure a culture of compliance and transparent governance. Further, we are dedicated to drive ethical behavior in our Company by ensuring regular provision of training and awareness sessions to employees and extended workforce.	Unethical behavior, non-compliance and violation in any form may lead to reputational risk, financial penalties, loss of investor's trust, and brand value.

Section B: Management and Process Disclosures

This section is aimed at helping businesses demonstrate the structures, policies, and processes out in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes									
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the policies, if available	Internal policies are available for employees only. For other policies, refer to www.aisglass.com								
2. Whether the entity has translated the policy into procedures? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/ certifications/ labels/standards (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 14001: 2015 (Environmental Management Systems) • ISO 45001: 2018 (Occupational Health and Safety Management Systems) • ISO 50001: 2018 (Energy Management) • Integrated Management System (IMS) • ISO 27001: 2013 (Information Security Management System) • IS 2553 Part- I and II • SNI-TEMP.-150048: 2014 • LAM-151326- 2005 • 25-1-2-3 (Taiwan International Code for Quality) • ANSIZ 26.1- 1996 (USA International Code for Quality) • Deming Award • TPM Award • EDICP No. - 41-2018 (Metro Brazil, Quality Code) • GSO42- 2015 (Gulf International Code for Quality) • JIS3211- 3212 (Japan International Code for Quality) • IATF 16949: 2016 (International Automotive Task Force) 								
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	<p>HR Commitments:</p> <ul style="list-style-type: none"> • 70% internal movement and 30% external hiring. More focus on hiring of Diploma holders from campus recruitment • Target to hire graduate engineer trainee (GETs) from remote areas to enhance employment at local level • Retention of employee and manpower stability, including critical readiness index against critical roles • Skill upgradation of talent pool • Digitalization of Human Resource data sets • Improve employee engagement and survey score on Y-o-Y basis <p>Environment, Health, and Safety (EHS) Commitments:</p> <ul style="list-style-type: none"> • To achieve zero accident • Ensure compliance with applicable safety regulations, standards, and legal requirements, including conducting a safety audit and implementing corrective action as necessary • Implementing measures to minimize or mitigate pollution, reduce waste generation, and promote sustainable practices within the operation • Drive resource efficiency and optimize utilization of water, energy, and other resources to minimize environmental footprint • Establishing plans and procedures to respond effectively to environmental emergencies, such as spills, leaks, or natural disasters, to effectively handle crisis and ensure business continuity • Continuous stakeholder engagement with employees, customers, suppliers, and the local community, to raise awareness and gather feedback on sustainability and community development initiatives 								



Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in cases the same are not met.	Asahi India Glass Limited is actively engaged in enhancing its ESG performance through various initiatives in environmental sustainability, social responsibility, and robust governance practices. AIS has made significant strides in environmental sustainability by focusing on reducing its carbon footprint, improving energy efficiency, increasing use of renewable energy, optimizing water consumption, and minimizing waste disposal. AIS's social performance includes a strong commitment to employee well-being, safety, diversity, equity, & inclusion at workforce and community development. AIS is involved in various community outreach programs, focusing on education, healthcare, and skill development initiatives, creating a positive impact on livelihood of marginalized and vulnerable communities of the society. At the topmost, AIS's governance performance is supported by its adherence to regulatory requirements and continuous improvement of its ethics and governance practices.								

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). AIS continues to remain committed to all ESG goals and strives to enhance the use of sustainable practices in all areas of operations across all plants – water consumption, Zero Liquid Discharge (ZLD), extensive use of renewable energy, reduction of emissions, reduction in use of plastics, using Miyawaki concept of afforestation and measurement and reduction of carbon footprints. AIS will continue to invest in knowledge, manpower resources and technologies to achieve to its ESG goals for itself and its supply chain .									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)	At the highest level, the Board of Directors of the Company, led by the Chairman and Managing Director, have the primary role of trusteeship to protect and enhance shareholder value through strategic supervision of AIS and the policies. The Board ensures that the Company has clear goals aligned to shareholder value and its growth and is in line with its Sustainability commitments. The CSR Committee of the Board reviews and oversees implementation of the Sustainability Policies of the Company on an annual basis. In addition, they also review the progress in implementation of the Company's CSR Programmes, on an annual basis. The COOs of Business Units and Heads of Corporate Functions are responsible for ensuring implementation of both the Corporate and Sustainability Policies of the Company within their respective functions, and communication of the same to employees.								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes/No). If "Yes", provide details	Yes, as mentioned above, the CSR Committee of the Board, inter alia, reviews, monitors, and provides strategic direction to the Company's CSR and sustainability practices and ensures that they are fulfilling the outlined objectives. The Committee seeks to guide the Company in crafting unique models to support creation of sustainable livelihoods together with environmental regeneration. The Committee also reviews the Business Responsibility and Sustainability Report (BRSR) of the Company and recommends the same to the Board for adoption along with approval of the Annual Report of the Company.								

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	The COOs and Heads of Corporate Functions are tasked with overseeing and assessing compliance with the Company's Sustainability Policies. Additionally, Heads of Corporate Functions must ensure these policies are implemented within their specific areas. Over the past year, the majority of the Company's Sustainability Policies were thoroughly reviewed and revised to align with current company practices and evolving industry standards. The CSR Committee conducts an annual review of the implementation of these policies .									Quarterly and annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company is complaint with applicable laws and regulations of the land, where it operates.									Quarterly and annually								
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If "Yes", provide name of the agency.										P1	P2	P3	P4	P5	P6	P7	P8	P9
										The policies are developed internally and vetted by the Top Management of AIS. These policies are periodically reviewed and updated as per regulatory changes and external environmental 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)									
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)	Not applicable								
It is planned to be done in the next financial year (Yes/No)									
Any Other Reason (please specify)									

Section C: Principle Wise Performance Disclosure

Entity demonstrates their performance in integrating the Principles and Core Elements with key processes and decisions.

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 2023-24:

Segment	Total number of training and awareness programs held	Topics/ Principles covered under training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors Key Managerial Personnel	4	Board meetings broadly cover topics related to the company's operations, governance, and strategy decisions. Few impact areas covered during meetings are strategic planning for company's long-term vision & growth opportunities, business performance (financial & non-financial, including environmental and social performances), annual budget and plan, investment plans (including R&D), stakeholder relationships, community development (CSR) programs and plans, and compliance and legal matters, which need immediate attention.	80%
Employees other than BoD and KMPs	930	<u>Various training on the following topics for behavior management:</u> Communication Skills, Accountability & Ownership, Attention To Detail, Delegating To & Directing Others, Developing Teams for High Performance, Leading, Supervising & Managing Performance, Negotiation Skills, Networking & Relationship Building, Problem-Solving & Decision Making Training, Result Orientation, Self-Awareness & Self Control, Strategic Thinking & Alignment, Taking Initiative & Being Proactive, Time Management, Microsoft Excel- Advance Training, Planning & Project Management, Workshop on Musical Mindfulness, Workshop on Mental Health Awareness, Workshop on Cervical Cancer Awareness, Leadership Connect on 'Brand You'. <u>Plant HR provided training and Topics:</u> Code of Conduct, POSH, PPE's Adherence, WASH and Hygiene, Employee engagement, Information Technology, Employee Health & Safety, Work Ethics, Manual Handling, Work at heights, Fire Drills and fire safety, and behavior-based safety training.	78%
Workers	745	<u>Various training held for workers on the following topics:</u> Code of Conduct, Health, Hygiene & Cleanliness, POSH, Teamwork, PPE's Adherence, Employee health and safety, Extreme weather conditions, Machinery safety, Complaint mechanism, Work ethics, Shop floor safety, Do's and don't in case of Fire and other emergency, near miss and unsafe condition act reporting, Waste and water management and saving practices.	83%

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 based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as discussed on the entity's website)

	Monetary				
	NGRBC Principle	Name of the Regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of Case	Has an appeal been preferred? (yes/ No)
Penalty/ Fine					
Settlement					
Compounding Fee			Nil		

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

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	Not Applicable to Asahi India Glass Limited

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

The AIS Code of Conduct expresses the Company's commitment to 'Anti-Corruption and Anti-Bribery practices' with the following statement: **"Our employees and representatives, including agents and intermediaries, shall not directly or indirectly offer or accept any illegal or improper payments or similar benefits intended or perceived to gain undue advantage in business dealings at AIS."** AIS's Code of Conduct is available: https://www.aisglass.com/wp-content/uploads/2020/10/Code_of_Conduct_for_Directors_and_Senior_Management.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:

	Current Financial Year 2023-24	Previous Financial Year 2022-23
Directors	0	0
Key Management Personnel (KMPs)	0	0
Employees	0	0
Workers	0	0

6. Details of complaints regarding conflict of interest:

	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	No complaints	0	No complaints
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	No complaints	0	No complaints

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.

AIS upholds strong ethics while conducting business operations and stakeholder engagement, therefore, no cases of corruption nor conflicts of interest were reported during the reporting period.

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

	Current Financial Year 2023-24	Previous Financial Year 2022-23
Number of days of accounts payables	116	110

9. Openness 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	Current Financial Year 2023-24	Previous Financial Year 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of the total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	96%	96%
	b. Number of dealers/ distributors to whom sales are made	946	967
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	30%	30%
Share of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	21%	17%
	b. Sales (Sales to related parties/ Total Sales)	25%	19%
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)	79%	78%
	d. Investments (Investments in related parties/ Total Investments made)	77%	77%

NA: Not Applicable

Leadership Indicators

1. Awareness programmes conducted for the value chain partners on any of the Principles during the financial year 2023-24:

Total number of awareness programmes held	Topics/ Principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
10	Advanced Preparation for Quality Production (APQP), Production Plan Approval Process (PPAP), Material Safety and Data Sheet (MSDS), Root cause analysis, Process efficiency, Quality System related activity by cross-functional team, environmental and statutory certification, and pre dispatch inspection process.	84%

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

Yes, the Company has a Code of Conduct for the Board of Directors and Senior Management which provides clear guidelines for avoiding and disclosing actual or potential conflicts of interest with the Company. The Company receives an annual declaration from its Board of Directors and senior management personnel on the entities they are interested in and ensures the requisite approvals as required under the applicable laws are taken prior to entering transactions with each entity.

The policy is available on the Company's website at: https://www.aisglass.com/wp-content/uploads/2020/10/Code_of_Conduct_for_Directors_and_Senior_Management.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 environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

	Current Financial Year 2023-24	Previous Financial Year 2022-23	Details of improvements in environmental and social impacts
R&D	Not applicable to AIS.	Not applicable to AIS.	Not applicable to AIS.
Capex	8.5%	8.4%	Capex investment in environmental processes across all segments/verticals of the Company as well as investment in EVs.

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

- b. **If “Yes”, what percentage of inputs were sourced sustainability?**

AIS has a system of onboarding new suppliers for sourcing and procuring materials, which comprises of checklist having environmental, social, and governance (ESG) parameters. The company has an Audit Assessment (Document no.: AIS/FL1/QA/FRM/54) and Vendor Rating process and yearly or half yearly visit for RM suppliers (as per vendor visit plan), to ensure ethical business practices and drive sustainable procurement standards. The company's vendor assessment form QAP-MAT-01, evaluates the vendor on validity of statutory compliances, approvals, clearances, process parameters, quality standards, and business capacity. The company has an Audit Assessment (MT/PU/FM/13) as per Vendor Ranking Score Yearly or twice Yearly for BOP suppliers (QA/IN/FM-13), to ensure ethical business practices and drive sustainable procurement practices. During FY 2023-24, 100% of procurement was undertaken in a responsible and sustainable manner.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life for:**

- Plastics (including packaging)
- E-waste
- Hazardous waste
- Other waste

We at Asahi India Glass Limited (AIS) have certified, third-party vendors at each plant location to collect and dispose of process generated hazardous and non-hazardous waste (to landfill and through incineration, as applicable). As a process, all waste generated at different plant locations is aggregated at the designated area (scrap yard), inventoried, and disposed of in accordance with State Pollution Control Board (SPCB) Guidelines, as applicable.

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 Board?

If “Not”, provide steps taken to address the same.

Yes, The Central Pollution Control Board (CPCB) granted the plastic waste management registration in favor of Asahi India Glass Limited (AIS) as a '**Brand Owner**' and an '**Importer**' as per Extender Producer Responsibility (EPR) Guidelines. The following targets have been allocated to AIS under the following EPR certificate i.e.,

- Importer:** Category- II: 2 tons
- Brand Owner:** Category- I: 9 tons, Category- II: 1,111 tons, and Category- III: 2 tons

Since, AIS has a pan India presence, we have hired a registered, renowned recycler for collection of plastic waste and safe recycling activities, aiding the company in achieving its said EPR commitments. In addition to adhering to and complying with the EPR mandate, AIS has an integrated and comprehensive waste management plan that targets waste minimization, segregation, recycling, and safe disposal of business-led generated waste.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective/ Assessment (LCA) for any of its products (for manufacturing industries) or for its services (for service industry)? If “Yes”, provide details in the following format:

NIC Code	Name of product/ service	% of Total Turnover contributed	Boundary for which the Life cycle perspective/ assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/ No) If “Yes”, provide web-link
23101	Float Glass, Processed Glass, and Reflective Glass	100%	Cradle-to-Gate	Yes	No

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
	Through the LCA study, negative environmental impacts like resource consumption, waste generation, energy consumption, water consumption, and wastewater generation were identified as concern areas. The company acknowledges the challenges and ensures the constituents used within its products are sourced sustainably and as per environmental stewardship principles. In addition, during operation, at AIS, we maintain the utmost care in resource optimization and efficiency in utilizing non-renewable natural resources, adopting energy efficient practices and solutions, and reducing waste and minimizing emission.	

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	
	Current Financial Year 2023-24	Previous Financial Year 2022-23
Glass	20% to 30%	20% to 30%

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:

	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled *	Safely Disposed
Plastics (including packaging)	NA	1,124*	NA	NA	786.6	NA
E-Waste	NA	NA	NA	NA	NA	NA
Hazardous Waste	NA	NA	NA	NA	NA	NA
Other Waste	NA	NA	NA	NA	NA	NA

*: Plastic waste recycled is as per EPR mandate is under progress and will be achieved as per the brand owner and importer category in collaboration with our authorized vendor as per the compliance requirements.

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 % total products sold in respective category
	Not applicable to Asahi India Glass Limited due to the nature of business operation.

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

Essential Indicators

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

Category	Total (A)	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	1,805	1,805	100%	1,805	100%	-	-	-	-	-	-
Female	93	93	100%	93	100%	93	100%	-	-	-	-
Total	1,898	1,898	100%	1,898	100%	93	100%	-	-	-	-
Other than Permanent Employees											
Male	25	25	100%	25	100%	-	-	-	-	-	-
Female	0	0	100%	0	100%	-	-	-	-	-	-
Total	25	25	100%	25	100%	-	-	-	-	-	-

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

Category	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	669	669	100%	669	100%	-	-	-	-	-	-
Female	0	0	100%	0	100%	-	-	-	-	-	-
Total	669	669	100%	669	100%	-	-	-	-	-	-
Other than Permanent Workers*											
Male	3,650	3,650	100%	-	-	-	-	-	-	-	-
Female	233	233	100%	-	-	-	-	-	-	-	-
Total	3,883	3,883	100%	-	-	-	-	-	-	-	-

*: The health insurance is applicable to all other than permanent workers as per ESIC Scheme.

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

	Current Financial Year 2023-24	Previous Financial Year 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	0.26%	0.28%

2. Details of retirement benefits, for Current FY 2023-24 and Previous FY 2022-23

Benefits	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	No. of employees covered as % of total employees	No. of workers covered as % of total workers	Deducted and Deposited with the authority (Yes/ No/ NA)	No. of employees covered as % of total employees	No. of workers covered as % of total workers	Deducted and Deposited with the authority (Yes/ No/ NA)
PF	99%	100%	Yes	99%	100%	Yes
Gratuity*	99%	100%	NA	99%	100%	NA
ESI	17%	0.15%	Yes	17%	85%	Yes

*: The gratuity scheme is Internal Scheme of Asahi India Glass Limited (AIS).

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", then whether any steps are being taken by the entity in this regard.

Yes, AIS offices are fully accessible to the differently abled employees and workers as per the requirements under Disabilities Act, 2016 and the required infrastructure support such as ramps, disability-friendly washroom, lift, wheelchair, are available within the premises. The Company is constantly working to improve infrastructural support to promote diversity, equity and inclusion.

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

AIS strongly promotes “equal opportunity to all”, irrespective of gender, caste, creed, religion, disability, sexual orientation, personal characteristic or status and any other discriminatory factor. Company’s “**Policy on Equal Opportunity & Diversity, Equity, and Inclusion**”, recognizes the value of a diverse workforce. The Policy is committed to provide equal opportunities in employment and fostering an inclusive workplace where all employees are treated with respect, equality, and dignity. In addition, salient features of our Human Rights Policy includes non-discrimination, equal opportunities, reasonable accommodations, accessibility, awareness, and sensitization factors, along with grievance redressal mechanism.

5. Return to work and Retention rates of permanent employees and workers that took parental leave for FY 2023-24.

Gender	Permanent Employees		Permanent Workers	
	Return to Work Rate	Retention Rate	Return to Work Rate	Retention Rate
Male	NA	NA	NA	NA
Female	50%	100%	40%	100%
Total	50%	100%	40%	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:

Permanent Workers	<p>Formal Grievance Redressal Mechanism is available at AIS for employees and workers to raise complaints and seek redressal on their issues/ concerns, in the following manner:</p> <ul style="list-style-type: none"> • Stage 1: Concerns are raised with the employee/worker’s immediate supervisor in writing, post which the line manager invites them to a hearing to discuss the matter with an HR representative present. A response is delivered within 5 working days and in case unsatisfactory, the matter can be escalated to line manager’s manager (one above). • Stage 2: If matter is not resolved at stage 1, it is raised to the HR Manager. The HR Manager records any additional information and a hearing is arranged within 5 working days. The Functional Head/ Plant Head and Location Head conduct the hearing, post which the decision is given in writing within 5 working days. • Final Stage: If not satisfied with the outcome of stage 2 or the issued is unresolved, the employee/ worker can raise the matter in writing to COO/ED and CHRO. The Committee member records additional information and will arrange a hearing within 10 working days. The hearing is conducted by COO/ED and CHRO, post which a decision will be given in writing within 5 working days. <p>We also have in place an informal channel of grievance redressal that allows complaints to be resolved informally in discussion and deliberation with the employee/worker’s immediate supervisor.</p>
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of Association(s) or Unions (B)	Percentage (%) (B/A)	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of Association(s) or Unions (B)	Percentage (%) (B/A)
Total Permanent Employees	NA	NA	NA	NA	NA	NA
- Male	NA	NA	NA	NA	NA	NA
- Female	NA	NA	NA	NA	NA	NA
Total Permanent Workers	669	587	88%	702	597	85%
- Male	669	587	88%	702	597	85%
- Female	0	0	0%	0	0	0%

8. (a). Details of training given to employees and workers on “Health and Safety Measures”

Category	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	Total (A)	Number (B)	Percentage (%) (B/A)	Total (C)	Number (D)	Percentage (%) (D/C)
Employees						
Male	1,830	1,552	85%	1,733	1,406	81%
Female	93	35	38%	93	42	45%
Total	1,923	1,587	83%	1,826	1,448	79%
Workers						
Male	4,319	4,006	92%	4,774	4,378	92%
Female	233	193	83%	181	175	97%
Total	4,552	4,199	92%	4,955	4,553	92%

(b). Details of training given to employees and workers on “Skill Upgradation”

Category	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	Total (A)	Number (B)	Percentage (%) (B/A)	Total (C)	Number (D)	Percentage (%) (D/C)
Employees*						
Male	1,830	1,290	71%	1,733	1,209	70%
Female	93	22	24%	93	31	33%
Total	1,923	1,312	69%	1,826	1,240	68%
Workers						
Male	4,319	3,633	84%	4,774	4,360	91%
Female	233	190	82%	181	157	87%
Total	4,552	3,823	84%	4,955	4,517	91%

9. Details of Performance and Career Development reviews of employees and workers:

Category	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	Total (A)	Number (B)	Percentage (%) (B/A)	Total (C)	Number (D)	Percentage (%) (D/C)
Employees						
Male	1,830	1,190	65%	1,733	1,197	69%
Female	93	71	76%	93	62	67%
Total	1,923	1,261	66%	1,826	1,259	69%
Workers*						
Male	Career development reviews are provided to Workers through a comprehensive programme for “Operating Engineer Trainees” and “Diploma Engineer Trainees”, which involves periodic reviews for process skill enhancement by Departmental Heads. This programme aims to improve the quality of people by improving their technical capability and ensuring the Company’s QCDV target is achieved.					
Female						
Total						

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”, then coverage of the system.

Yes, AIS is ISO 45001:2018 (Occupational health and safety) certified.

We have implemented a robust “Health and Safety Management” system, which is a formal, top-down, organization-wide approach for managing safety risks and ensuring the effectiveness of safety controls. It includes policies, systematic procedures, and practices for managing safety risks, and reducing accidents and occupational hazards and illnesses at the workplace.

AIS Safety system has been broadly classified into two categories:

1. Process Safety & Human Safety
2. Fire Safety, Electrical fire safety & Water Safety

In addition to this, Occupational Health & Safety Activities are as given below:

- Pre-employment and Periodical Medical Assessments
- Health & Safety Training
- Safety Study and Audits
- Work Permit System
- Contractor Safety Management
- Occupational Health & Safety Communication
- Emergency Preparedness
- Incident Investigation
- Safety awareness and vaccination programmes.
- MI UC/ UA App for reporting safety incidents and risks across plants, pilot initiated at Bawal plant in FY 2023-24.

Feedback received from the outcome of risk assessment, suggestions, Investigation process, behavior-based safety observations, audit outcomes etc. are recorded and monitored as part of continual improvement at AIS.

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

The Company undertakes periodic internal and external audits to ensure compliance with the Occupational Health and Safety management system within the manufacturing operations. EHS training, audits and inspections are carried out as per the guidelines of the ISO 45001 standard. The Company’s Process Safety Management system facilitates the implementation of best safety practices. Further, it enables the identification of work-related hazards through design checklists, Hazard, and Operability Analysis (HAZOP), Hazard Identification and Risk Assessment (HIRA), and other consequence modelling studies.

- **Routine activities** are monitored through adherence to Job Safety Analysis, Hazard Identification and Risk Assessment (HIRA), Standard Operating procedure, and Operational Control Procedure.
- **Non-routine activities** are monitored through Work Permit systems and JSA (Job Safety Analysis) to ensure the health and safety of workers. Machines and Materials are, a) Hot work permit, b) Confined space entry permit, c) Height work permit, d) General work permit, e) Electrical work permit, f) Lifting work permits, and g) Excavation work permit.

<p>c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks? (Yes/No)</p>	<p>AIS has a well-defined process to report work-related hazards, which includes the following:</p> <ul style="list-style-type: none"> • Kiken Yochi (Danger prediction): This is a systematic tool to identify the danger to the workers and take the countermeasure against the potential risk. • Daily Toolbox meetings: AIS has a robust approach towards Daily Toolbox talks meetings i.e., prior to commencing any work-related activity, we explain the activity and the risk associated with that activity to mitigate the potential hazards. • Safety Committee meetings: At AIS, a Safety Committee is an essential component of a healthy workplace environment. The Safety Committee develops our safety culture, improves efficiency, and sets and tracks safety standards. A system is in place across all manufacturing units for workers to spot and report work-related and offer suggestions for improvements. Necessary training and awareness sessions are organized for all workers and employees to recognize hazards and issues. Joint inspections by management representatives and employees on the shop floors are also carried out at regular intervals, and respective corrective and preventive measures are undertaken to mitigate the identified risks. To create an open and transparent safety culture across AIS, employees are encouraged to participate and discuss safety-related issues in forums like periodic Safety Committee meetings and Departmental Open Forums. • Hazard Identification and Risk Assessment: We have a process to identify hazards and assess the associated risks including defining and implementing necessary control measures to bring down risk to an acceptable level. • Pointing & Calling: This is a culture that AIS has created at each plant location, in terms of occupational safety, to avoiding mistakes by pointing at important indicators and verbally calling out their status quo. • Safety Patrolling: At AIS, we follow the best practices to identify any kind of risk for this on a weekly basis. Safety officers perform safety patrolling and rectify the emerging issues. • Near-miss Reporting: AIS pays attention to near-miss reporting, as timely reporting helps in mitigating risks, preventing accidents, raising awareness about the hazard's employees face, and ensuring a safer working environment for everyone.
<p>d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (Yes/No)</p>	<p>Yes, we are operating full-fledged 24X7 Occupational Health Centres (OHCs), where:</p> <ul style="list-style-type: none"> • We have medical officers with associate fellowship and Industrial hygiene (AFIH) degrees. • Qualified male and female nurses. • Ambulance drivers with a valid license for driving the vehicle. • OHCs are equipped with necessary medical equipment as per the Factory Act norms. • Non-occupational Illnesses, like fever, cold, tooth pain, etc. are also treated in OHCs. • OHCs are equipped with necessary medical equipment for providing basic first aid and necessary medical care.

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

Safety Incidents/ Number	Category	Current Financial Year 2023-24	Previous Financial Year 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.06	0
	Workers	0	0
Total recordable work-related injuries	Employees	1	0
	Workers	0	0
Number of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	1	0
	Workers	0	0

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

Asahi India Glass Limited (AIS) implements the guidelines and principles of ISO 45001:2018, OSHA standards, Factory Act, and other state-level regulatory requirements within its Environment Health and Safety (EHS) management system. The EHS policy advocates the provision of a safe working environment to all the employees, contractors, sub-contractors, visitors, and the neighboring communities. The Company undertakes periodic internal and external audits to assess the safety practices and procedures in alignment with the EHS management system and the ISO 45001:2018 guidelines. We are monitoring the health and safety results through various mechanisms to detect any deviation in the health and safety management system.

The following is the mechanism being used for monitoring our workplaces:

- Display boards with plant safety instructions installed.
- Proactive monitoring such as daily safety patrolling, audits, workplace inspections, statutory inspections, outcomes from risk assessment, surveys, hygiene, OHS objectives and management programs, outcomes of safety committee meetings, BBS observation, mock drill etc.
- Reactive Monitoring such as near misses, danger prediction, accident/incident investigation, illness cases, Injuries, reportable and non-reportable accidents etc.
- Feedback received as part of risk assessment, suggestions, investigation process, audit outcomes etc. are recorded and monitored as part of continual improvement.
- Kaizen Awards for promoting good safety practices.
- MSDS installed for chemical areas and process risk assessment performed to mitigate the potential hazards.
- On-the-job safety training and Toolbox talk, daily work-related briefing to the staff.
- Reviewing the number of accidents is the priority agenda item for senior management’s review.

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

Benefits	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	Filed	Pending Resolution at end of year	Remark	Filed	Pending Resolution at end of year	Remark
Working Conditions	0	0	No complaints	0	0	No complaints
Health and Safety	1	1	Complaint pending for resolution, which is due for effective resolution by Q1 of FY 2024-25.	0	0	No complaints

14. Assessment for the Year (2023-24):

	% of plants and offices that were assessed (by entity or statutory authorities or third party)
Health and Safety Practices	100%
Working Conditions	100%

Footnote: As per internal audit and third-party assessment during ISO certification as well as during OEM audits and assessments.

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

At AIS, our compliance with international and national standards aids in meeting the company’s statutory requirements and performing the HSE audits, internally and externally, on a periodic basis. The safety team performs internal audits, while third-party agencies perform our external HSE, Fire, and Electrical Audits, and based on their recommendations, corrective action and preventive measures are implemented.

Leadership Indicators

1. **Does the entity extend any life insurance or compensatory package in the event of death of (A). Employees; and (B). Workers (Yes/No). Provide detail.**

AIS values its employees and workers as a critical part of Human Capital, and the Company provides life insurance or financial compensation in the event of death, ranging from ₹ 15 lakhs to ₹ 1 crore based on their level of employment i.e., operator to senior management, respectively.

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 routinely verifies its vendors' compliance with regulatory and statutory requirements, particularly regarding GST, tax receipts, forest transit fees, and other financial obligations, through its F&A Team. AIS also conducts random checks on its vendors and suppliers to ensure compliance with ESI, PF, insurance, wages, and other mandatory employee well-being standards as part of its vendor compliance process.

3. **Provide the number of employees/ workers having suffered high consequence work-related injury/ ill-health/ fatalities (as reported in Qs. 11 of Essential Indicators above), who have been/ are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

	Total Number of affected employees/ workers		No. of employees/ workers that are rehabilitated or whose family member have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	1	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. At AIS, we take utmost care of our employees specially culture carrier and even after the retirement. The culture carrier employees are appointed on a retainership/ consulting basis in the company with some of the continued benefits.

5. **Details on assessment of value chain partners (FY 2023-24):**

	% of value chain partners (by value of business done with such partners) that were assessed
Health and Safety Practices	100%
Working Conditions	100%

The Company ensures compliances of health and safety requirements by its value chain partners as a core requirement during the onboarding process, contract renewal, and assessment phase. The company encourages and drives, its business partners to adopt a healthy and safe workplace for its employees and extended workforce.

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.**

The Company has not identified any significant risk nor concern as part of its assessment during the reporting period. At AIS, its value chain partners are reiterated about the importance and criticality of a safe and healthy workplace to drive employee well-being and productivity.

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

Essential Indicators

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

AIS considers any individual, entity, institution, or group that affects the organization’s activities as a core stakeholder. The key stakeholder groups identified by the Company include Customers, Employees, Investors, Communities, Vendors, Government and Regulatory Bodies, and influencers. The Company engages with these stakeholders to identify material issues and opportunities that are both operational and strategic. These engagements aim to pinpoint topics that could impact the Company’s economic, social, and environmental performance. The Company has established various mechanisms for engaging with stakeholders, such as employee engagement studies, customer satisfaction surveys, organizing plant visits for suppliers and investors, and holding regular meetings with dealers and lenders. Additionally, there is a dedicated email ID for stakeholders to communicate with the Company. The enduring partnerships built with local communities and various other stakeholders have created mutually beneficial situations, fostering growth and development for both the Company and its stakeholders.

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

Stakeholder Group	Identified as Vulnerable or Marginalized Group (Yes/No)	Channels of Communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during each engagement
Investor and Shareholders	No	Website and Declaration to Stock Exchange	Quarterly and annually	Discuss Company’s financial performance and strategic priorities. Pursuant to Regulation 46 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company’s website: https://www.aisglass.com contains a dedicated functional segment ‘INVESTOR RELATIONS’ where all the information meant for the shareholders is available, including information on directors, financial statements, annual reports, codes, and policies, etc.
Employees and Workers	No	Video conferencing, trainings, LMS module, e-mail, CFT’s (Cross Functional Team), and Newsletters	Continuous	Industry scenario, challenges, issues, employee wellbeing, career development initiatives, health and safety training, grievance handling sessions, performance review, and company’s sustainability commitment, initiatives, and programs.
Customers	No	Feedback surveys, customer meets, Physical meeting, leaflets, pamphlets, newsletter, e-mail, and telephones	Continuous	Understand customer requirements, needs, and aspirations, customer complaints and grievance handling, and alignment of business operations to such requirements.
Value Chain Partners	No	Vendors meet, e-mail, and telephones	Continuous	Building and maintaining relationships and collaborations, orders, and timely payments, training on procurement practices, and capacity building sessions. Such as examples: vendor conference, Vendor audit & handholding through training sessions, maintaining hygiene through ethical work environment as listed above.

Stakeholder Group	Identified as Vulnerable or Marginalized Group (Yes/No)	Channels of Communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during each engagement
Communities	Yes	Community meetings, with local people through our implementing partner	Need Based	Need Assessment, Implementation of CSR interventions, Feedback and Grievance Redressal Mechanism on thematic interventions of AIS such as education, community health, livelihood, and water-based CSR interventions.
Implementing Partners (NGOs)	No	Email, telephone, and Field visits	Need Based	The implementation partner does the regular visit to ensure that CSR beneficiaries are benefitted. Feedback is taken during and post interventions; corrective action is implemented accordingly if any gaps identified.

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.**

AIS believes that an effective stakeholder engagement process is essential for fulfilling its commitment to environmental conservation, social development, and inclusive growth. To this end, the Company has established a clear approach to stakeholder consultation within a strategic communication and engagement plan. The Board, through the CSR Committee, oversees and guides the Company's CSR activities, focusing on community development by offering livelihood opportunities and sustainable solutions.
- 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topic? (Yes/No) If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes, AIS undertook stakeholder engagement exercise to identify its key environmental, social, and governance (ESG) material topics relevant to the Company's business and aligned to the international and national requirements/ landscape. The Company collaborates with its stakeholders on a myriad of topics on a regular basis, giving us the opportunity to identify risks and opportunities, and convey mitigation actions where applicable to our stakeholders.
- 3. Provide detail of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.**

At AIS, engaging with and addressing the concerns of vulnerable or marginalized stakeholder groups is crucial to promote inclusivity, equity, and social responsibility. Community engagement programs are often designed to understand and address the specific needs of marginalized and vulnerable groups. AIS implements its Corporate Social Responsibility (CSR) interventions i.e., community development programs in collaborations with local partners and NGOs, in the areas of education, skilling and livelihood, health, and environmental sustainability, for the marginalized and vulnerable sections of the society.

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	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	Total (A)	Number (B)	Percentage (%) (B/A)	Total (C)	Number (D)	Percentage (%) (D/C)
Employees						
Permanent	1,898	1,560	82%	1,804	1,710	95%
Other than permanent*	25	0	0%	22	0	0%
Total Employees	1,923	1,560	82%	1,826	1,710	95%
Workers						
Permanent	669	459	69%	702	388	55%
Other than permanent	3,883	3,278	84%	4,253	2,410	57%
Total Workers	4,552	3,737	82%	4,955	2,798	56%

*Other than permanent employees include consultants, who are mostly ex-employees of Asahi India Glass Ltd (AIS), therefore they are not nominated for HUR related Trainings.

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

Category	Current Financial Year 2023-24					Previous Financial Year 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Permanent	1,898	-	-	1,898	100%	1,804	-	-	1,804	100%
- Male	1,805	-	-	1,805	100%	1,711	-	-	1,711	100%
- Female	93	-	-	93	100%	93	-	-	93	100%
Other than Permanent	25	-	-	25	100%	22	-	-	22	100%
- Male	25	-	-	25	100%	22	-	-	22	100%
- Female	0	-	-	0	0%	0	-	-	0	0%
Workers										
Permanent	669	-	-	669	100%	702	-	-	702	100%
- Male	669	-	-	669	100%	702	-	-	702	100%
- Female	0	-	-	0	0%	0	-	-	0	0%
Other than Permanent	3,883	3,193	82%	690	18%	4,253	3,403	80%	850	20%
- Male	3,650	3,007	82%	643	18%	4,072	3,258	80%	814	20%
- Female	233	186	80%	47	20%	181	145	80%	36	20%

3. Details of remuneration/ salary/ wages, in the following format for FY 2023-24:

a. Median remuneration/ wages:

	Male		Female	
	Number	Median salary/ wage of respective category	Number	Median salary/ wage of respective category
Board of Directors (BoD)				
Key Managerial Personnel (KMP)*	Please refer to Corporate Governance Report on Page No. 119.			
Employees other than BoD and KMP	1,898	513,000	93	521,190
Workers	669	831,792	0	0

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

	Current Financial Year 2023-24	Previous Financial Year 2022-23
Gross wages paid to females as % of total wages	4.0%	3.7%

* One of the KMP is the member of Board, therefore he is considered as part of the Board of Directors in the above table.

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)

At AIS, any human rights violations may be reported to the **Steering Committee** appointed by the Company to ensure the Values of the company are upheld and adverse impacts on human rights are adequately addressed. We make regular and earnest efforts to make our employees aware of their rights and the reporting mechanism to be followed in case of any violation. In addition to this, there is a separate committee to handle and resolve sexual harassment related complaints i.e., POSH Committee.

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

AIS believes in and is committed towards upholding human rights of our employees and workers. We make regular and earnest efforts to make our employees aware of their rights and reporting mechanism in case of any violation. Any violation of the human rights mentioned below maybe reported to the Values Steering Committee appointed by AIS to ensure upholding of the values of the organization and ensuring no violation of human rights.

1. Protection against forced and/or child labour: We ensure non-deployment of child labour, forced labour or any form of involuntary labour, paid or unpaid in any of our plants or offices.
2. Providing Equal Opportunity: We are committed towards and ensure that there is no discrimination in employment or developmental opportunities based on religion, caste, language, region, gender (male, female, or transgender), age, sex, sexual orientation, physical abilities, etc. We recruit, appraise, reward, and promote on the sole basis of merit.
3. Compliance: We are completely committed towards compliance and adhere to all applicable laws pertaining to human rights as per the laws of the land.
4. Protection against Sexual Harassment at the workplace: We are committed to create a healthy working environment that enables employees to work without fear of prejudice, intimidation, gender bias and sexual harassment of any form. Any discriminatory treatment or harassment of employees in violation of Company Values, or law, is met with appropriate disciplinary action.
5. Providing a healthy and safe work environment: We are committed to provide a work environment that is safe, hygienic, humane, and which upholds the dignity of the employees. We are committed to following the highest standards of safety in our processes and ensure safety of our employees.
6. Collaboration: We encourage the formation of various committees that have representation from the workforce and make suggestions on measures to improve working conditions in the company. We respect their views and provide access to appropriate grievance redressed mechanism to our employees.
7. Development of employees: We are committed to and ensure continuous up-gradation of the skills and competence of our employees by providing access to necessary learning opportunities on an equal and non-discriminatory basis.
8. Well-being of employees: We take cognizance of the work-life balance of our employees and ensure well-being of our employees.

In addition, the company has a set of stated values, as defined below, that we ensure are upheld at all points of time:

- a) Creation of value for shareholders
- b) Customer Satisfaction
- c) Respect for Environment
- d) Use of Facts
- e) Continuous Improvement
- f) Strengthening of systems
- g) Upgradation of Human Potential through education and training
- h) Social Consciousness

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

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

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

	Current Financial Year 2023-24	Previous Financial Year 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	Nil	Nil

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

At AIS, we continually aim to provide a safe working environment, which is free from discrimination and harassment. Such an environment is created through various measures as follows:

- 1) **Confidentiality:** The identity of the complainant is kept confidential, to ensure protection of the complainant from retaliation and minimizes the risk of damage to their reputation or career.
- 2) **Non-Retaliation policy:** The organization has a non-retaliation policy in place to protect employees who report discrimination or harassment or harassment case.
- 3) **Investigation Process:** The organization has a clear and transparent investigation process for discrimination and harassment complaints. The process is fair, objective and conducted in a timely manner. The organization also provides regular updates to the complainant on the progress of the investigation.
- 4) **Support Services:** The organization provides support services to the complainant, such as access to counselling. These services help the complainant cope with the emotional impact of the discrimination or harassment and ensure that their mental wellbeing is prioritized.
- 5) **Training:** The organization provides regular training to employees on discrimination and harassment, including how to recognize it, how to report it and the consequences of engaging in discriminatory behaviour or harassment. This also helps to prevent future incidents of discrimination and harassment and create a more inclusive workplace culture.
- 6) **Monitoring and Review:** The organization regularly monitors and reviews its policies and practices to ensure that they are effective in preventing discrimination and harassment. This helps to identify areas for improvement and ensure that the organization is meeting its legal and ethical obligations.

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

Yes, AIS purchase order (PO) and business agreements incorporate clauses related to social well-being and human rights, which mandatorily needs to be signed off by all engaging business partners (vendors / suppliers / distributors / OEMs, etc.).

10. Assessment for the FY 2023-24:

	% of plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100%*
Forced/ Involuntary Labour	100%*
Sexual harassment	100%*
Discrimination at workplace	100%*
Wages	100%*

*: These topics of human rights are covered via internal and external audits and through vendor HR Audits on an annual basis.

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

No significant concern nor risk was identified during the human rights review assessment or vendor audits. AIS advocates and upholds human rights principles at all times, during business operations and while interacting with employees, extended workforce, and business partners.

Leadership Indicators

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

The company regularly reviews its policies, procedures, and processes around human rights, code of conduct, and other business policies, considering environmental changes and modifies the same, as per requirements.

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

Nil.

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, AIS office is fully accessible to the differently abled visitors as per the requirements under Disabilities Act, 2016 and the required infrastructure support such as ramps, disability-friendly washroom, lift, wheelchair, are available within the premise. The Company is constantly working to improve infrastructural support to promote diversity, equity and inclusion at our offices.

4. Details on assessment of Value Chain Partners:

	% of value chain partners (by value of business done with such partners) that were assessed:
Child Labour	100%^
Forced/ Involuntary Labour	100%^
Sexual harassment	100%^
Discrimination at workplace	100%^
Wages	100%^

^ These topics of human rights are covered via internal and external audits and through vendor HR Audits on an annual basis. In addition, during the onboarding, contract renewal and vendor assessment, the company ensures compliances and review of the human rights topics, including any cases of non-violation, if any.

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

During the reporting period, no significant risk nor concern was identified as part of the vendor assessment or visits. The company encourages its value chain partners to adhere with human rights compliances and requirements, to ensure good ethical business practices and uphold respect of individuals, during the operations and in all business interactions.

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	Current Financial Year	Previous Financial Year
	2023-24	2022-23
(in Gigajoules- GJ)		
From 'Renewable Sources'		
Total Electricity Consumption (A): Solar and Wind	287,713	151,812
Total Fuel Consumption (B): Briquettes	379	168
Energy consumption through Other Sources (C): Steam Consumption	82,833	104,984
Total Energy Consumption from renewable sources (A+B+C)	370,925	256,964
From 'Non-Renewable Sources'		
Total Electricity Consumption (D): Grid	824,339	837,380
Total Fuel Consumption (E)	3,030,824	2,632,376
Energy consumption through Other Sources (F)	0	0
Total Energy Consumption from non-renewable sources (A+B+C)	3,855,163	3,469,756
Total Energy Consumption (Renewable Energy + Non-Renewable Energy)	4,226,088	3,726,720
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	0.00010192	0.0000962
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (Total energy consumed/ Revenue from operations adjusted for PPP)	0.002283	0.002132
Energy intensity in terms of physical output (Total energy consumption/ Output (MT))	7.033	6.719

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

Answer: No.

2. Does the entity have any sites/ facilities identified as designated consumers (DCs) under the Performance, Achieve, and Trade (PAT) Scheme of the Government of India? (Yes/No)

If "Yes", disclose whether targets set under the PAT Scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable to Asahi India Glass Limited (AIS).

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

Parameter	Current Financial Year	Previous Financial Year
	2023-24	2022-23
Water withdrawal by source (in kilolitres- Kl)		
(i). Surface Water	0	0
(ii). Groundwater	291,234	350,485
(iii). Third Party Water: Municipal Water	349,267	269,178
(iv). Seawater/ Desalinated water	0	0
(v). Others (Tanker)	52,361	39,485
Total Volume of water withdrawal (in KL) (i + ii + iii + iv + v)	692,862	659,148
Total volume of water consumption (in KL)	685,497	650,425
Water intensity per rupee of turnover (water consumed/ turnover)	0.0000165	0.0000168
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP)	0.000370	0.000372
Water intensity in terms of physical output (Water consumed/ Output (MT))	1.141	1.173

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

Answer: No

4. Provide the following details related to water discharge:

Parameter	Current Financial Year 2023-24	Previous Financial Year 2022-23
Water discharge by destination and level of treatment (in kiloliters)		
(i). To Surface Water	NA	NA
- No treatment	NA	NA
- With treatment- please specify level of treatment	NA	NA
(ii). To Ground Water	NA	NA
- No treatment	NA	NA
- With treatment- please specify level of treatment	NA	NA
(iii). To Seawater	NA	NA
- No treatment	NA	NA
- With treatment- please specify level of treatment	NA	NA
(iv). Sent to Third Parties	Plants discharge the wastewater to Common Effluent Treatment Plant (CETP)	Plants discharge the wastewater to Common Effluent Treatment Plant (CETP)
- No treatment	0	0
- With treatment- please specify level of treatment	7,364	8,723
(v). Others	NA	NA
- No treatment	NA	NA
- With treatment- please specify level of treatment	NA	NA
Total water discharged (in kilo-litres)	7,364	8,723

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

Answer: No

5. Has the entity implemented a mechanism for Zero Liquid Discharge (ZLD)? If "Yes", provide details of its coverage and implementation.

At AIS, a mechanism for Zero Liquid Discharge (ZLD) is installed at the Chennai plant and the same is under process at Bawal plant. Our remaining plants have Sewage Treatment (STP) and Effluent Treatment Plant (ETP) with a cumulative installed capacity of over 2,500 KLD. The treated water across the plant locations is used within the premise for gardening and plumbing purposes.

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

Parameter	Please specify unit	Current Financial Year 2023-24	Previous Financial Year 2022-23
NOx	Tons/Year	253	178
SOx	Tons/Year	81	96
Particulate Matter (PM)	Tons/Year	54	378
Persistent organic pollutant (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutant (HAP)	-	-	-

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

Answer: No

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

Parameter	Please specify unit	Current Financial Year 2023-24	Previous Financial Year 2022-23
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	245,072*	190,248
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	163,983	165,181
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent/ Turnover in ₹	0.0000099	0.000092
Total Scope 1 and Scope 2 emissions per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 & 2 emissions/ Revenue from operations adjusted for PPP)	Metric tonnes of CO ₂ equivalent/ Turnover in adjusted in PPP (USD)	0.000221	0.000203
Total Scope 1 and Scope 2 emission intensity in terms of physical output (Total Scope 1 & 2 emissions/ Output (MT))	Metric tonnes of CO ₂ equivalent/ Output in Metric Tons	0.681	0.641

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

Answer: No.

*: For FY 2023-24, the Scope 1 emission data includes process emissions from Taloja and Roorkee float accounting for 26% of total Scope 1 emissions. The Scope 1 emissions from fuel is 180,221 metric tonnes of CO₂e.

8. Does the entity have any project related to reducing Greenhouse gas emissions?

If "Yes", then provide details.

AIS follows Energy Management practices as per ISO 50001 Standard and the energy conservation methodology is based on "4R's approach" i.e., "Recycle, Reduce, Reuse, and Renew". We have taken steps to reduce carbon dioxide emissions such as:

- Replacing diesel forklifts with battery forklifts to reduce greenhouse gas emissions, improve air quality, and decrease noise pollution in the workplace.
- Adapting new processes for low suction pressure in blowers to reduce power consumption and installing Variable Frequency Drives (VFDs) to optimize motor speed and efficiency.
- Converting low-efficiency motors to high-efficiency motors to enhance energy savings, reduce operational costs, and improve overall system performance.
- Adopting new technology to reduce CO₂ emissions in plants, thereby enhancing sustainability and minimizing the environmental impact.
- Reducing leakage throughout the premises along with other adoption of energy efficient technology.
- Planning to install 'Waste to Heat' recovery plant to capture and reuse the heat generated by industrial processes that would otherwise be lost to the environment, which has significant positive significant environmental benefits i.e., reduction in greenhouse gas emissions (GHGs), decreased air pollutants, resource conservation along with economic benefits, and contribution to UN Sustainable Development Goals (UN SDGs).
- AIS has signed a 20-year contract with Inox Air to supply 95 tonnes of green hydrogen annually for their new greenfield float glass facility in Chittorgarh, Rajasthan. In addition, AIS has invested in the solar plant that will provide renewable energy for generating green hydrogen through the electrolysis process.

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

Parameter	Current Financial Year 2023- 24	Previous Financial Year 2022- 23
Total Waste Generated (in metric Tonnes)		
Plastic Waste (A)	823	697
E-Waste (B)	13	6
Bio-medical Waste (C)	0	0.2
Construction and Demolition Waste (C&D) (D)	20	0
Battery Waste (E)	45	53
Radioactive Waste (F)	0	0
Other Hazardous Waste generated (G) (Please specify, if any)	878	785
Other Non-Hazardous Waste generated (H) (Please specify, if any)	18,129	18,035
Total Waste Generated (A+B+C+D+E+F+G+H)	19,908	19,576
Waste intensity per rupee of turnover (Total waste generated/ Revenue from operations)	0.0000005	0.0000005
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/ Revenue from operations adjusted for PPP)	0.000011	0.000011
Waste intensity in terms of physical output (Total Waste generated/ Output (MT))	0.0331	0.0353
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category Waste		
(i). Recycled	11,800	14,229
(ii). Re-used	5,057	1,936
(iii). Other recovery operations	1,206	2,230
Total	18,063	18,395
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category Waste		
(i). Incineration	18	67
(ii). Landfilling	1,402	1,099
(iii). Other disposal operations	429	18
Total	1,849	1,184

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

Answer: No

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

At AIS, we continuously monitor waste generation on a day-to-day basis across all the manufacturing plants. Measures are taken into consideration to effectively store, manage, and safely dispose of the waste as per pollution control board guidelines.

Being a glass manufacturer, cullet is our primary type of waste generated, however, we are working very carefully to reduce the unwanted generation of broken glasses and train our workers on safety norms on a periodic basis.

Additionally, for glass printing, we use sealant and ink materials, which are categorized hazardous waste. Therefore, the empty bottles of these inputs are collected and stored at a separate location and safely disposed of through authorized vendors, as per State Pollution Control Board (SPCB) guidelines.

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

S. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval/ clearance are being complied with? (Yes/No) If "No", the reasons thereof and corrective action taken, if any.
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None of the AIS manufacturing locations are in ecologically sensitive zone; therefore, the question is not applicable to AIS.

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year 2023- 24:

Name and brief of the project	EIA Notification No.	Date	Whether conducted by independent agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web-link
Not applicable, since no EIA was conducted during the reporting period, as per regulatory requirements.					

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 (Yes/ No).

S. No.	Specify the law/ regulation/ guidelines which is not compliant	Provide details of the non-compliance	Any fines/ penalties/ action taken by regulatory agencies such as pollution control board or by courts	Corrective action taken, if any
During the reporting period, no case of non-compliance was reported.				

Leadership Indicators

1. Water withdrawal, consumption, and discharge in areas of 'Water Stress' (in kilo litres):

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

- Name of area: Bawal (Haryana), Bengaluru (Karnataka), Chennai (Tamil Nadu), and Soniyana (Rajasthan)
- Nature of operations: Manufacturing of Glass (Plant)
- Water withdrawal, consumption, and discharge in the following format:

Parameter	Current Financial Year 2023- 24	Previous Financial Year 2022- 23
Water withdrawal by source (in kilo litres)		
(i). Surface Water	0	0
(ii). Ground Water	101,650	161,259
(iii). Third Party Water	195,577	114,079
(iv). Seawater/ Desalinated Water	0	0
(v). Others (Tanker)	42,257	38,190
Total volume of water withdrawal (in KL)	339,484	313,528
Total volume of water consumption (in KL)	339,484	313,528
Water intensity per rupee of turnover (Water consumed/ Turnover)	0.000008	0.000008
Water discharge by destination and level of treatment (in Kilo litres)		
(i). To Surface Water	NA	NA
- No treatment	NA	NA
- With treatment- please specify level of treatment	NA	NA
(ii). To Ground Water	NA	NA
- No treatment	NA	NA
- With treatment- please specify level of treatment	NA	NA
(iii). Sent to Third Party Water	NA	NA
- No treatment	NA	NA
- With treatment- please specify level of treatment	NA	NA
(iv). Into Seawater	NA	NA
- No treatment	NA	NA
- With treatment- please specify level of treatment	NA	NA
(v). Others	NA	NA
- No treatment	NA	NA
- With treatment- please specify level of treatment	NA	NA
Total water discharged (in kilo-litres- KI)	NA	NA

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

Answer: No

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

Parameter	Please specify unit	Current Financial Year 2023-24	Previous Financial Year 2022-23
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	AIS has initiated the process of collecting and developing the inventory for Scope- 3	
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? (Yes/No). If "Yes", name the external agency.

Answer: No

3. With respect to the ecologically sensitive areas reported in Qs. 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.

None of AIS facility are in and around ecologically sensitive area.

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 (Web-link, if any, may be provided along with summary)	Outcome of the Initiative
1.	Energy Conservation	CETP water transfer process has been made 62.5% more energy efficient by changing piping design and pump. Booster compressor functioning has been automated reducing power wastage and double edger grinding blower on/off system has been automated as per glass size.	Energy saving and GHG reduction.
2.	Energy efficient compressor for utility	Installation of energy efficient compressor for 8 utility airline, magnetic motor specific power is less than 0.170 and zero unloading power: leading to power saving.	Specific power saving of 0.167
3.	Wastewater Treatment	Sewage treatment plant (STP) and Effluent Treatment Plant (ETP) to treat wastewater and reuse the treated water for gardening and toilet flushing. Drain line of compressors have been modified and directly connected with ETP collection tank to prevent soil pollution.	Recycle and reuse of treated wastewater and prevention of soil pollution.
4.	Water Conservation Initiatives	Sensor taps installation in toilets, CNC washing tanks interconnections, CNC washing water usage based on conductivity, pallet yard spacer washing using recycled water, and taps flow reduction by tank height reduction.	Water saving of 14 KLD
5.	Reuse of wooden scrap	Making wooden pallets using waste wooden pallet materials (making 10 to 15 boxed daily).	Cost saving: ₹ 5,000/day
6.	Forklift Conversion from Diesel to battery Operated	Battery operated forklift instead of diesel forklifts, opting for eco-friendly option and machine reliability increased.	162 lacs diesel cost saving annually (for 20 forklifts) and carbon reduction by 100%.
7.	Biodiversity: Miyawaki System of Afforestation	Planting number of trees close to each other to enrich green cover and natural biodiversity, avoid water stagnation, and help in air ventilation.	Over 5,200 trees of different species planted across 5 sites of AIS Glass (Bawal, Chennai, Roorkee, Patan, and Taloja).

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

At AIS, all locations have a Business Contingency and Emergency Response Plan, which enables us to adapt to any situation arising from any natural calamity or other unprecedented events that may disrupt the business operations at the plant and central level. Additionally, we have in place a Crisis Management Plan to manage the major business risk, which encompasses four basic activities: mitigation, preparedness, response, and recovery in the identified emergency situations. Further, the Company's Risk Management Plan enables the minimization of disaster-linked losses, by assessing the potential for major disruptions and the consequent risks to the business, as well as providing the appropriate mitigation plans.

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. Leadership Indicators

AIS ensures to minimize its environmental footprint during business operations and across its value chain activities. As a result of this, the company has adopted ROHS compliance as a critical part of its procurement policy and practice to minimize hazardous waste and ensure effective chemical use and management. In addition to this, to mitigate GHG emissions during transportation, energy consumption based upon green fuel is being planned by NCR Delhi based suppliers in Delhi as per the Government of India's notification and our customer's needs and aspirations for green fuel and lower emission levels. To avoid adverse impacts on the environment, the company has reduced the wooden packaging used for dispatch of finished product (Glass), now more than 80% of glass dispatch is in loose form (without packaging) and it replaces batch size with cullet (glass scrap) and recycles this in furnaces, to reduce mineral consumption.

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

AIS ensures business partnership with vendors/ suppliers who adhere to regulatory and statutory norms/ requirements and have environmental clearance and certificates to ensure compliance and business approach towards sustainability. Since mining product (minerals) are main raw material for glass production, AIS ensures that all its vendors and suppliers undergo proper validation and assessment during the vendor onboarding and vendor visits/ assessments*.

*Mining product (minerals) are main raw material for glass production. Like silica sand, Dolomite, limestone, feldspar. During vendor visit, environmental clearance, related certificates & valid royalty checks implemented.

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. 8

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

S. No.	Name the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1.	The All-India Glass Manufacturers' Federation	National
2.	Confederation of Indian Industry	National
3.	Federation of Safety Glass	National
4.	National Safety Council	National
5.	Sidcul Manufacturers Association, Uttarakhand	State
6.	Uttarakhand Productivity Council	State
7.	Kaizen Conclave National	National
8.	Glazing Society of India	National

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

Name of authority	Brief of the Case	Corrective action taken
The Company has not received any complaint about anti-competitive conduct during reporting period 2023-24.		

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain (Yes/No)	Frequency of Review by Board	Web Link, if available
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The Company does not have a standalone policy on "policy advocacy". For advocacy on policies related to the glass industry, the Company works through industry associations such as ACMA, GSI, CII, etc. There are assigned officials in the Company who are authorized to communicate with industrial bodies and manage government affairs in accordance with the communication by the Company. Through these associations, the Company has represented and worked towards the beneficial and inclusive development policies for the glass industry as a whole. The Company's R&D team participates actively in meetings with statutory agencies like BIS (the Bureau of Indian Standards), etc. and helps evolve new standards for finished products keeping in mind both human safety and environmental protection. On other matters relating to the Company, our representatives either participate directly or through industry associations that advocates for the laws in question.

Principle 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) projects undertaken by the entity based on applicable laws, in the current financial year 2023- 24:

Name and brief detail 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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Not Applicable, as no Social Impact Assessment (SIA) conducted during FY 2023-24.

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

S. No.	Name of the project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	%of PAFs covered by R&R	Amounts paid to PAFs in the FY (in ₹)
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Not applicable.

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

At AIS, for effective grievance redressal and subsequent improvement in CSR initiatives, there is a robust community feedback mechanism. The field level CSR teams follow methodical approach through:

- **Need assessment survey** - All the interventions are backed by need assessment and then only finalized for final implementation.
- **Design and plan the projects based on the need of local communities** - Basis the need assessment an idea of the expectations from the intervention by the local communities is availed and the same is incorporated while designing and planning of interventions.
- **Implement the project to benefit people** - For every intervention there is target number of beneficiaries and it is closely monitored during the execution that the target is achieved.
- **Monitor and review the project** - There is a monitoring mechanism in place wherein month wise activity and expenditure is closely monitored and reviewed for any deviation and further improvement.

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

	Current Financial Year 2023-24	Previous Financial Year 2022-23
Directly sourced from MSMEs/ Small Producers	15%	25%
Directly from within India	56%	57%

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 the total wage cost:**

Location	Current Financial Year 2023-24	Previous Financial Year 2022-23
Rural	NA	NA
Semi-Urban	0.3%	0.4%
Urban	70.2%	72.9%
Metropolitan	29.5%	26.7%

Note: 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 Qs. 1 of Essential Indicators, above).**

Details of negative social impact identified	Corrective action taken
Not Applicable as no social impact assessment undertaken during the reporting period.	

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

S. No.	State	Aspirational District	Amount Spent (in ₹)
Currently there are no CSR project designated in Aspirational District, as identified by Government of India for FY 2023-24.			

3. (a) *Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/ vulnerable groups? (Yes/No))*
 Currently, there is No Preferential Procurement Policy at AIS. The Company does not discriminate between its vendors and suppliers. At AIS, we award the business opportunity based on merit criteria only. In FY 2023-24, some of our current vendors / suppliers do fall under vulnerable/ marginalized group.
- (b) *From which marginalized/ vulnerable groups do you procure?*
 Nil
- (c) *What percentage of total procurement (by value) does it constitute?*
 Nil

4. **Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year 2023- 24), based on traditional knowledge:**

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefit Shared (Yes/ No)	Basis of calculating benefit share
Not applicable to AIS.				

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 Case	Corrective action taken
Not applicable to AIS.		

6. Details of beneficiaries of CSR Projects:

S.No.	CSR Project	No. of persons benefited from CSR Projects	% beneficiaries from vulnerable & marginalized groups
1.	Education Program to improve retention and enhance learning outcomes, as well as literacy levels: a) School bus service for girls b) Remedial education for drop-out c) Government School Support initiatives d) Adult literacy program	3,470	100%
2.	Digital Literacy capacity building programs on: a) Basic computer skill b) Advanced tally software training	678	100%
3.	Health and Sanitation umbrella program covered various activities such as: a) Construction of toilets b) Repair and maintenance work of toilets c) Provision for safe drinking water d) Sanitary pad distribution e) Setting up of health camps for basic health check-ups. f) Self Help Groups (SHGs) and Capacity Building initiative	9,278	100%
4.	Self Help Groups (SHGs) and Capacity Building initiative to promote women entrepreneurship and spread awareness about various government schemes, to leverage the benefits and improve living standards.	1,116	100%
5.	Awareness and capacity building program on Government schemes available for community welfare.	1,039	100%
6.	Sport events and awareness initiatives at community level.	1,520	100%

Principle 9: Business 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.

At AIS, there is a grievance redressal mechanism to receive, record, and respond to customer/ consumer complaints. The following steps are as follows:

- Customer complaints are received through local salesperson or directly by customers via telephonic conversation/ Mail/ WhatsApp/various other channels of communication.
- All complaints received are responded to within three hours of receiving them, by customer representative based at plant/ site.
- Decision for complaint resolution is taken in form of either visit to customer location or asking for defective samples from the customer to determine the problem.
- Decision making is carried out through physical verification of the complaint and a compensation agreement is mutually signed between customer and AIS plant team if the quality claim is accepted after the visit/ survey.

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

Parameters	As percentage to total turnover
Environmental and social parameters relevant to the product	Not applicable to AIS due to nature of business operations.
Safe and responsible usage	
Recycling and/or safe disposal	100%*

*Glass is sustainable and fully recyclable material

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

	Current Financial Year 2023-24			Previous Financial Year 2022-23		
	Received	Pending at end of year	Remarks	Received	Pending at end of year	Remarks
Data Privacy	NIL	NIL	-	NIL	NIL	-
Advertising	NIL	NIL	-	NIL	NIL	-
Cyber-security	NIL	NIL	-	NIL	NIL	-
Delivery of essential services	NIL	NIL	-	NIL	NIL	-
Restrictive Trade Practices	NIL	NIL	-	NIL	NIL	-
Customer Complaints	117	0	Complaints resolved	128	0	Complaints resolved

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

	Number	Reasons for recall
Voluntary Recalls	0	No product recall
Forced Recalls	0	No product recall

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.

AIS has an Information Security and Management (ISMs) Policy that is based on ISO 27001 Standards and GDPR framework. Further, the IT system at AIS is BCP compliant i.e., the Company's information security aspects of business continuity and Disaster Recovery management follows the cardinals of Risk-based thinking (RBT), process approach, and the PDCA (Plan-Do-Check-Act) methodology.

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 since no product recall nor any complaint filed on data privacy or misinformation about product during the reporting period. The company ensures highest standard of compliance with the requirements and focuses on driving customer centricity.

(a). Number of instances of data breaches:

Nil

(b). Percentage of data breaches involving personally identifiable information of customers.

0%

(c). Impact, if any, of the data breaches.

Not applicable

Leadership Indicators

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

Information dissemination is carried out through company's website, newsletter, social media, e-mailing marketing activities, direct communication (SMS and WhatsApp), posters, brochures, leaflets, product profile, direct interactions, and other communication channels.

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

AIS product solutions serve the entire breadth of automotive, building and construction, and consumer glass requirements, which are made of fully sustainable and recyclable material. The Company informs its customers about safe and responsible usage through DOJO Centre, product profile, posters, pamphlets, direct communication (SMS and WhatsApp), and in-person interactions.

3. **Mechanism in place to inform consumers of any risk of disruption/ discontinuation of essential services.**
The company informs its customers of any potential risk of disruption in supply chain through email, direct communication (SMS and WhatsApp) and in-person interactions.
4. **a. Does the entity display product information on the product over and above what is mandated as per the local laws? (Yes/ No/ Not Applicable). If “Yes”, provide details in brief.**
- b. Did your entity carry out any survey about customer 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).**
- a). At AIS, we disclose/display product information like type of product, size, thickness, date and year of production, and other mandatory regulatory requirements on the product in form of branding and bar tags.
- b). Customer satisfaction feedback is sought on three main criteria i.e., quality of product supplied (supplied to their line, and feedback on warranty claim data), delivery, and facility evaluation through audits / evaluating customer score cards and recognition scale / awards. In our latest customer score card, AIS Glass received top score from its customers on satisfaction level.