

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT



PRINCIPLE OVERVIEW

Principle 1

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



Principle 2

Businesses should provide goods and services in a manner that is sustainable and safe



Principle 3

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



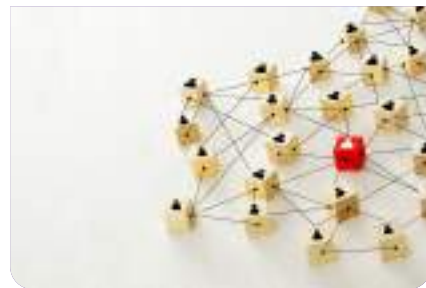
Principle 4

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



Principle 5

Businesses should respect and promote human rights



Principle 6

Businesses should respect and make efforts to protect and restore the environment



Principle 7

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



Principle 8

Businesses should promote inclusive growth and equitable development



Principle 9

Businesses should engage with and provide value to their consumers in a responsible manner



SECTION A: GENERAL DISCLOSURES

I. Details of Listed Entity

1.	Corporate Identity Number (CIN) of the Company	L31900MH2015PLC262254
2.	Name of the Company	Crompton Greaves Consumer Electricals Limited
3.	Year of incorporation	2015
4.	Registered office address	Tower 3, 1 st Floor, East Wing, Equinox Business Park, LBS Marg, Kurla (West), Mumbai - 400 070
5.	Corporate address	Tower 3, 1 st Floor, East Wing, Equinox Business Park, LBS Marg, Kurla (West), Mumbai - 400 070
6.	E-mail id	crompton.investorrelations@crompton.co.in
7.	Telephone	+91 2261678499
8.	Website	www.crompton.co.in
9.	Financial year reported	F.Y. 2022-23
10.	Name of the Stock Exchanges where shares are listed	1. National Stock Exchange of India Ltd. 2. BSE Ltd.
11.	Paid-up Capital	₹127.22 Crore
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Mr. Promeet Ghosh Designation: MD & CEO Email Id: secretarial@crompton.co.in Tel No: 2261678499
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone

II. Products/ Services

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

Sl. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Electrical Consumer Durables and Lighting Products	Manufacturing/ Trading	100

15. Products/Services sold by the Company (accounting for 90% of the turnover).

Sl. No.	Product/ Service	NIC Code	% of total Turnover contributed
1.	Electrical Consumer Durables	27501, 27502, 27503, 28132	81.86
2.	Lighting Products	27400	18.14

III. Operations

16. Number of locations where plants and/ or operations/ offices of the Company are situated.

Location	Number of plants	Number of offices	Total
National	8	27 (4 regional + 23 branch)	35
International	0	0	0

17. Markets served by the Company.

a. Number of locations.

Locations	Number
National (No. of States)	PAN India
International (No. of Countries)	31

b. What is the contribution of exports as a percentage of the total turnover of the Company? Information required.

1.32%

c. Types of customers.

The Company caters to a wide range of consumers, including homeowners, other businesses, corporates, architects, interior designers, real-estate developers, government, wholesalers and distributors. The Company has National & International customer basis.

IV. Employees

18. Details as at the end of Financial Year, i.e., March 31, 2023.

a. Employees and workers (including differently abled).

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	1,693	1,582	93	111	7
2.	Other than Permanent (E)	783	660	84	123	16
3.	Total employees (D+E)	2,476	2,242	90	234	10
WORKERS						
4.	Permanent (F)	497	432	87	65	13
5.	Other than Permanent (G)	2,849	2,104	74	745	26
6.	Total workers (F+G)	3,346	2,536	75	810	25

b. Differently abled Employees and workers.

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	NIL	NIL	NIL	NIL	NIL
2.	Other than Permanent (E)	NIL	NIL	NIL	NIL	NIL
3.	Total differently abled employees (D+E)	NIL	NIL	NIL	NIL	NIL
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	2	2	100	NIL	NIL
5.	Other than Permanent (G)	4	4	100	NIL	NIL
6.	Total differently abled workers (F+G)	6	6	100	NIL	NIL

19. Participation/ Inclusion/ Representation of women.

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	8*	2	25
Key Managerial Personnel	3**	1	33.33

20. Turnover rate for permanent employees and workers (disclose trends for the past 3 years).

Particulars	F.Y. 2022-23			F.Y. 2021-22			F.Y. 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	528	33	561	411	21	432	152	12	164
Permanent Workers	10	2	12	12	2	14	15	4	19

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

21. Name of holding/ subsidiary/ associate companies/ joint ventures.

Sl. No.	Name of the holding/ subsidiary/associate companies/joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/Joint Venture	% of shares held by the Company	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the Company (Yes/No)
1	Nexustar Lighting Project Private Limited	Wholly-owned subsidiary	100	No
2	Pinnacles Lighting Project Private Limited	Wholly-owned subsidiary	100	No
3	Crompton CSR Foundation	Wholly-owned subsidiary	The Company is limited by guarantee and does not have share capital.	No
4	Butterfly Gandhimathi Appliances Ltd. (BGMAL)	Subsidiary	75	No

VI. CSR Details

22. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: (Yes/No).

Yes

(ii) Turnover : ₹5,809.31 Crore

(iii) Net worth : ₹2,838.97 Crore

*As on March 31, 2023, there were Nine (9) Directors. On April 24, 2023, Mr. Mathew Job, resigned from the position of Executive Director w.e.f. close of business hours of April 24, 2023 and from the position of CEO w.e.f. close of business hours of April 30, 2023.

**As on March 31, 2023, Mr. Shantanu Khosla, MD; Mr. Mathew Job, CEO; Mr. Kaleeswaran Arunachalam, CFO, and Ms. Rashmi Khandelwal, Company Secretary & Compliance Officer were designated as KMPs. However, as on the date of this Report, Mr. Promeet Ghosh, MD & CEO; Mr. Kaleeswaran Arunachalam, CFO; and Ms. Rashmi Khandelwal, Company Secretary & Compliance Officer are the designated KMPs.

VII. Transparency and Disclosure Compliances

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

Stakeholder group from whom compliant is received	F.Y. 2022-23				F.Y. 2021-22		
	Grievance Redressal Mechanism in place (Yes/No) (If yes, then provide weblink for grievance redressal policy)	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities ¹	YES	NIL	NIL	-	NIL	NIL	-
Investors ² (other than shareholders)	YES	NIL	NIL	-	NIL	NIL	-
Shareholders ²	-	-	-	-	-	-	-
Employees and workers ³	YES	NIL	NIL	Minor complaints are resolved by the respective SPOC, location-wise	NIL	NIL	-
Consumers ⁴	YES	25,80,752	3,702	-	23,65,265	296	-
Value Chain Partners ⁵	YES	NIL	NIL	-	NIL	NIL	-
Other (please specify)	NIL	NIL	NIL	-	NIL	NIL	-

The Company is committed to encourage openness, promote transparency and reporting improvements without fear of rebuttal. The organisation is committed to creating a culture that encourages high standards of ethics and upholds decent and safe working conditions for the entire workforces. <https://www.crompton.co.in/investors/corporate-governance/>

¹Communities while interacting during the community engagement programmes, can report their grievances.

²Investors and stakeholders can correspond with the Company by sending an e-mail to crompton.investorrelations@crompton.co.in or by calling on the below mentioned numbers 0222 61678499.

³Employees and workers can report any grievance by sending an e-mail to wbcrompton@crompton.co.in or in physical form in a sealed envelope.

⁴Consumers can report grievances through the CRM system, the WhatsApp (+91 74287 13838) and the toll-free number (1800 419 0505).

⁵Value chain partners can reach us through the Partner Connect tab on the website.

24. Overview of the Company's business conduct, pertaining to environment and social matters that present a risk or an opportunity to the business of the Company, rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format.

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Product - Right Product Quality	R	Products in compliance with regulatory requirements, meet highest quality parameters, environmentally sustainable and features innovative designs	Redesigning and transitioning all models through process optimization into energy efficient models to comply with BEE norms; Laid down structured KPI review mechanism through quality scorecard, sustainability at stage gate level; DJSI application mode for assessing rating; and Collecting consumer feedback & insights to build strategic focus on smart technology products.	Negative Implications
2	Brand	R	Brand disruption due to negative feedback on social media, substandard service quality & prevalence of counterfeit product	Implemented system of social listening & sentiments analysis to handle feedback; Establish on-line response mechanism; PAN India network of authorized service centers to address customer complaints; Requisite training given to service teams to cater to consumer complaints; Information about counterfeit is obtained by way of monitoring through market intelligence and statutory methods such as publication of trademark journals; and All actions initiated basis methods defined in the IP policy of Company and legal action initiated as appropriate.	Negative Implications
3	EHS	R	Safety & Compliance issues	Adherence to statutory & regulatory compliances including E-waste management and ERP policy EHS policy adherence at in-house & vendor locations being monitored by audits.	Negative Implications
4	Supply	R	Disruption in production due to dependency on single source, volatile commodity cost	Creation of a phased plan for development of local suppliers to minimize import dependency; Identify & development of T2 vendors for key SKUs or in-house design development to minimize dependency on single source; and Cost saving initiatives to mitigate impact of commodity cost volatility.	Negative Implications
5	IT Security & Data Protection	R	Cyber threats, Data breach, use of Company information	AD/ SAP are hosted on Company data centers & these are DR enable; Cloud/ Saas bases applications; Data protection assessment is complete & MDM and AzureAD Prem is implemented; and User access review is completed.	Negative Implications

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	People	R	Attrition & Succession Planning	Various programmes being run to address attrition & retention of key talents like great manager certification; Focus on bringing work-life balance, fun at work & increasing rewards and recognitions; Job rotation plan and succession planning of key positions with talent calibration is done; and Structured leadership programme is rolled out.	Negative Implications
7	Energy Efficient Products	O	Focus on producing energy efficient products, reducing emissions and optimising natural resources	Invested in green, sustainable & energy efficient technologies which will spur demand for energy efficient products; Conservation of limited resources and minimizing harmful emissions - energy reduction across product lines; Eliminated plastic & thermocol during packaging as they are great danger to landfills; and All across manufacturing plants, have we increased percentage of renewable & clean energy in our energy mix. It allows us to decrease carbon footprint and helps in reducing our power costs.	Positive Implications
8	Government Initiatives	O	Government continues to drive initiatives like Har Ghar Nal Yojana, Pradhan Mantri Awas Yojana etc. to address basic needs of the citizens. This creates growth opportunities for business	Government initiatives like Har Ghar Nal Yojana aims to provide piped water supply to ~3.8 Crore households which drives growth for household pumps; and Pradhan Mantri Awas Yojana created new opportunities to cater to demand at competitive prices.	Positive Implications
9	New Technologies	O	Consumers looking for smart, easy-to-use, energy efficient, technologically advanced products	The Crompton brand has long been associated with well-engineered products featuring cutting-edge technology and smart solutions by prioritising deep understanding of consumer needs; 50,000 Sq. ft. state of the art research & development center helps enhance our capabilities in enhancing world-class innovation and optimize product efficiencies; and Crompton implemented automation across its production lines, data analytics is deployed to gain critical insights manufacturing processes to identify areas for optimisation & improvement.	Positive Implications

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Policy and management processes

1. a. Whether the Company's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)

P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Y	Y	Y	Y	Y	Y	Y	Y	Y

- b. Has the policy been approved by the Board? (Yes/No)

P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Y	Y	Y	Y	Y	Y	Y	Y	Y

- c. Weblink of the policies, if available : www.crompton.co.in/investors/corporate-governance/

2. Whether the Company has translated the policy into procedures. (Yes/No)

P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Y	Y	Y	Y	Y	Y	Y	Y	Y

3. Do the enlisted policies extend to the Company's value chain partners? (Yes/No)

To emphasise on the values of transparency and ethical behaviour, empowerment and accountability. The Company has formalised the 'Code of Conduct' for the Directors and employees of the Company. The Code lays down principles and standards that govern the actions of the employees during conduct of the Company's business. It covers all dealings with vendors, consumers, and other business partners.

4. Name of the national and international codes/ certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by the Company and mapped to each principle.

ISO 9001, ISO 14001, ISO 45001.

5. Specific commitments, goals and targets set by the Company with defined timelines, if any.

Please refer to the Chairman's Message, Management Discussion and Analysis Report ("MDA") and capital-wise sections in the Integrated Annual Report ("IAR") for our management approach and commitments.

6. Performance of the Company against the specific commitments, goals and targets along with reasons, in case the same are not met.

Please refer to the Chairman's Message, MDA and capital-wise sections in the IAR for our management approach and commitments.

Governance, leadership and oversight

7. **Statement by Director, responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure).**

At Crompton “**We make your life better with innovative, Sustainable Solutions.** Crompton integrates environmental, social and governance (ESG) principles into its business strategy which is central to improving the quality of life of the communities it serves. As sustainable management is a crucial component of the Company’s strategy across its entire value chain, it is constantly making adequate efforts to protect the environment. Throughout the course of the year, the Company remained committed to making its business operations more eco-friendly.

Please refer to the Chairman’s Message, MDA Report and capital-wise sections in the IAR for our management approach and commitments.

8. **Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).** Name: Mr. Promeet Ghosh
Designation: MD & CEO
Email Id: secretarial@crompton.co.in
9. **Does the Company have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.** Yes, the Company’s ESG Committee monitors the Company’s ongoing commitment to environment, health and safety, social responsibility, governance, sustainability concerns, and other public policy matters. It has Three (3) members.
10. **Details of review of NGRBCs by the Company**

Subject for review	Indicate whether review provided below taken by Director/ Committee of the Board/ any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	The policies of the Company are reviewed periodically or on a need-based basis by the Board of Directors, department heads, and business heads. During this assessment, the efficacy of the policies is reviewed, and necessary changes to the policies and procedures are implemented.									Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	A Compliance report across all statutory requirements is submitted to the Audit Committee on a quarterly basis. In addition to this, the Control Manager tool (Beacon) is also used to track and ensure timely compliance.									Quarterly								

11. **Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.**

P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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Internal and external auditors, where needed, assess these policies during their audits and reviews. However, no formal evaluation by any internal or external agency has been conducted.

12. **If answer to question (1) above is ‘No’ i.e., not all Principles are covered by a Policy, reasons to be stated.**

NA as all principles are covered.

List of the policies

Policies	Links
Code of Conduct	https://www.crompton.co.in/wp-content/uploads/2023/02/Code-of-Conduct-1.pdf
Vigil Mechanism and Whistle Blower Policy	https://www.crompton.co.in/wp-content/uploads/2023/02/Vigil-Mechanism-and-Whistleblower-Policy-1.pdf
Code of Conduct to Regulate, Monitor and Report trading by Insiders	https://www.crompton.co.in/wp-content/uploads/2023/02/Code-of-Conduct-to-Regulate-Monitor-and-Report-Trading-by-Designated-Persons-1.pdf
Prevention of Sexual Harassment Policy	https://www.crompton.co.in/investors/corporate-governance/
Environment, Health and Safety Policy	https://www.crompton.co.in/wp-content/uploads/2023/02/Crompton-EHS-Policy-1.pdf
Corporate Social Responsibility Policy	https://www.crompton.co.in/wp-content/uploads/2023/02/Corporate-Social-Responsibility-Policy-1.pdf
Maternity Leave Policy	The policy is available on the Company's employee's portal.
Product Service Policy	The policy is available internally in the Company and has been made available to the product service centres.

Section C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

Principle

1

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors Key Managerial Personnel	29	Familiarisation programmes are carried out by way of exhaustive presentations on various topics and areas like 1. Strategy and Annual Budget of the Company; 2. Internal Financial Control Systems; 3. CSR Strategy Framework; 4. Environment; 5. Health and Safety; 6. ESG framework; and 7. Risk Management, and so on.	100
Employees other than Board of Directors and KMPs	3,201*	All employees undergo training programmes at the time of joining and on a regular basis on topics that include the Code of Conduct, a Whistle-Blower Policy and POSH.	
Workers	All workers undergo training programmes on a regular basis in the areas of skill upgradation, process orientation, and safety. These trainings are imparted through online and classroom modes as well as on-the-job. Please refer to the Human Capital section of the Integrated Annual Report for more details.		

* Training was allotted to 3,201 employees however the same was attended by 2,424 employees.

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.

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

	Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR) Brief of the Case Has an appeal	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	NIL	Legal Metrology Department	NIL	A notice was issued by the Legal Metrology Officer on non-compliance under the Legal Metrology Act, 2009. The Company's representative appeared before the Hon'ble District Court at Meerut and prayed for the compounding of the offence, which the Hon'ble Court agreed upon.	No
Settlement	NIL	NIL	NIL	NIL	NIL
Compounding fee	NIL	NIL	NIL	NIL	NIL

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

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NA	

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

The anti-corruption and anti-bribery policies are included in the Company's Code of Conduct Policy ("COC"). All new hires are required to undergo training on the COC. The Company believes in maintaining high ethical and legal standards. It is committed to imbibing the appropriate regulatory framework to govern its business performance. The link to access policy is <https://www.crompton.co.in/investors/corporate-governance/>

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

	F.Y. 2022-23	F.Y. 2021-22
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

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

	F.Y. 2022-23		F.Y. 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	NIL

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 conflict of interest.

NIL. There were no cases of corruption or conflicts of interest that required action by regulators, law enforcement agencies, or judicial institutions.

Leadership Indicators

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

The Company has built a sustainable supply chain throughout its operations. It aims to improve suppliers' understanding of their legal obligations, sustainable business practices and the importance of employee health and safety through several programmes. Considering the general panic and fear among the employees, the Company made it a point to have constant dialogue and awareness sessions on COVID-19 and implemented the necessary steps. The shop floor employees actively participated in driving this message to all employees regularly. In factories, the supervisors organised small group interactions continuously to drive the message of safe social distancing, the usage of masks and the need for self-isolation in case of any COVID symptoms. Safety and health-related sessions post-COVID were being conducted across the Company, both internally and with the help of external agencies. EWAP and DocOnline are some of the initiatives implemented with the help of external agencies that proved beneficial for health, wellness and stress-related concerns.

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.

The COC encourages all its employees not to participate in any activities that might lead to a conflict of interest.

Principle

2

Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of products and processes to total R&D and capex investments made by the entity, respectively.

R&D capabilities have been improved by:

- Enhancing capabilities by hiring unique and futuristic talent;
- Trained R&D manpower for an average of 20 manhours in the years F.Y. 2022-23 in the identified competencies;
- Setting up lab infrastructure with added research and testing equipment; and
- Digitalised R&D documentation process and NPD/ innovation process.

The Company collaborated with various validation and testing agencies to enhance its R&D capabilities. Some of them are mentioned below:

- Collaborated with IIT Kharagpur on a project basis; and
- Collaborated with ARAI Pune on a project basis.

70% of the R&D expenditure is directed towards sustainable technologies, specifically the energy efficiency of fans, lighting and appliances.

(₹ in Crore)

Segment	F.Y. 2022-23	F.Y. 2021-22	Details of improvements in environmental and social impacts
R&D	₹29.20	₹39.12	-
Capex	₹48.52	₹13.35	-

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

To ensure that suppliers also contribute to long-term sustainability, the Company employs ethical procurement practices and stringent selection criteria that promote environmental protection, social benefits and the optimisation of product and service quality. Through several programs, the Company is aiming to increase suppliers' understanding of their legal obligations, sustainable business practices and the importance of employee health and safety. The Company adheres to international standards, including ISO 9001, ISO 14001, ISO 45001 and other Environmental, Health, and Safety (EHS) requirements.

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

72.6%

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

Plastic- The standards established by the Pollution Control Board determine the amount of plastic used in the product. In addition, a procedure for the receipt and disposal of plastic is in place and complies with the current statutory regulations.

E-waste- The Company complied with EPR for E-waste management with the Central Pollution Control Board ("CPCB").

In total, the organisation has defined the process to safely reclaim its CFL lighting waste. For EPR e-waste authorisation, the organisation has submitted the EPR renewal application to CPCB.

For plastics packaging waste- As an organisation fulfilling its EPR obligations, CGCEL received the target from CPCB for channeling its plastics waste across the country.

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

Yes, EPR applies to the Company's business. Its waste collection plan is made in accordance with the EPR action plan filed with the CPCB. The use of plastic in the product is determined by the standards established by the Pollution Control Board. In addition, a procedure for the receipt and disposal of plastic is in place and complies with current statutory regulations. Also, EPR plans for e-waste and plastic waste are submitted to the CPCB.

Leadership Indicators

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

Not applicable, as we have not conducted LCA for any of our products.

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

The products/ services may have potential environmental concerns

Name of Product/ Service	Description of the Risk/ Concern	Action Taken
Packaging Material	Thermocol and EPS used in packaging were non-biodegradable. It was adversely affecting the environment. Plastic bags used in packaging were harmful to the environment.	The Company has completely eliminated the use of thermocol and EPS in packaging. The Company has eliminated 70% of its use of plastic bags to cover the pumps in its packaging. In places where it cannot be avoided, the thickness was changed to more than 75 microns (the allowable limit). It also started the elimination of thin plastic lamination on duplex cartons by replacing it with UV coating.

Name of Product/ Service	Description of the Risk/ Concern	Action Taken
Lighting PL-CFL manufacturing	The packaging of imported products used to go to waste.	The Company started reusing the same packaging material, thereby reducing waste.
	Wooden boxes were used to pack the pumps. More trees were cut as the number of wooden boxes increased.	The Company replaced the wooden box designs with metal crates.
	CEEW5 category of E-Waste	The EPR (Extended Producer Responsibility) mandates that electronic waste be channeled for recycling and safe disposal through a CPCB registered agency, known as GARCS (Government Approved Recyclers of E-waste).
Non-Star Rated Pumps	High energy consumption	Through BEE certification, the Company aims to offer more energy-efficient products every year. The Company also received BEE certification for thirty (30) energy-efficient star-rated SKUs.
Pumps working on conventional energy	High energy consumption	The Company also developed solar pumps to use renewable sources of energy.
Various Appliances	e-Waste disposal	The Company started using ROHS-compliant raw materials. Products recalls followed at the Company, after the conclusion of their usefulness. Also, recycling and safe disposal under EPR plan.

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	
	F.Y. 2022-23	F.Y. 2021-22
	No recycled or reused input material is being used.	No recycled or reused input material is being used.

The organisation is exploring the materials that can be recycled after end-of-life; currently, the Company is converting all its plastic through the PRO, getting it recycled and converted into pallets, benches, plastic tiles and so on.

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 .**

	F.Y. 2022-23			F.Y. 2021-22		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	-	1,234.82	1,234.82	-	1,430.84	1,430.84
E-waste	-	-	90.2	-	-	-
Hazardous waste	-	-	104.17	-	-	-
Other waste	-	0.00	-	-	1.153	-

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
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Damaged material comes to the depots and is disposed of as-is through the contracting process. The quantum of such material is almost negligible.

Principle

3

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

Essential Indicators

1. a. Details of measures for the wellbeing of employees.

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities***	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	1,582	1,582	100	1,582	100	NA	NA	1,582*	100	Yes	Yes
Female	111	111	100	111	100	111	100	NA	NA	Yes	Yes
Total	1,693	1,693	100	1,693	100	111	6.5	1,582	93.5	-	-
Other than Permanent employees											
Male	660	660	100	660	100	NA	NA	660**	100	Yes	Yes
Female	123	123	100	123	100	123	100	NA	NA	Yes	Yes,
Total	783	783	100	783	100	123	16	660	84	-	-

* Employees can avail leave from their leave pool.

** Employees can avail leave from their leave pool.

*** Available at applicable locations.

b. Details of measures for the wellbeing of workers.

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities**	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	432	432	100	432	100	NA	NA	432*	100	NA	NA
Female	65	65	100	65	100	65	100	NA	NA	65	100
Total	497	497	100	497	100	65	13	432	87	65	13
Other than Permanent Workers											
Male	2,104	2,104	100	2,104	100	NA	NA	NA	NA	NA	NA
Female	745	745	100	745	100	745	100	NA	NA	NA	NA
Total	2,849	2,849	100	2,849	100	745	26	-	-	-	-

* Employees can avail leave from their leave pool

** Day care facilities are not applicable to all facilities, hence the number given includes only few of the facilities.

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

Benefits	F.Y. 2022-23			F.Y. 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	Yes	100	100	Yes
Gratuity	100	100	Yes	100	100	Yes
ESI	Eligibility as per ESIC Act			Eligibility as per ESIC Act		
Others- please specify -Employee compensation	Eligibility as per ESIC Act			Eligibility as per ESIC Act		

3. Accessibility of workplaces

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

The Company is implementing appropriate measures to provide its employees with a better, more accessible work environment.

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

The Company is committed to ensuring that existing employees, job applicants and workers are treated fairly in an environment free from discrimination based on race, gender, religion or beliefs, disability, age, sexual orientation, gender identity, gender expression, and so on. The Company promotes equal treatment and opportunities for all employees. The employee code of conduct specifically prohibits discrimination in all its manifestations.

The link to the policy is <https://www.crompton.co.in/investors/corporate-governance/>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100	75	NA	NA
Female	-	-	NA	NA
Total	100	75	NA	NA

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

The Company encourages transparency at all levels. Employees are urged to discuss their concerns with their managers, and employees who are engaged on a contractual basis are urged to discuss their issues with their managers.

Workers are encouraged to share their issues with the worker representative, the respective primary manager, or the HR SPOC available in different locations. Workers who are engaged on a contractual basis can share their concerns with the contractor representative or the Company HR SPOC, such as supervisors and contractors. Appropriate actions are taken against any employee or workers whose actions are proved to be violating the COC.

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

Category	F.Y. 2022-23			F.Y. 2021-22		
	Total employees/workers in respective category (A)	No. of employees /workers in respective category, who are part of association (s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees /workers in respective category, who are part of association (s) or Union (D)	% (D/C)
Total Permanent Employees	1,693	0	0	1,504	0	0
- Male	1,582	0		1,410	0	0
- Female	111	0	0	94	0	0
Total Permanent Workers	497	447	90	506	435	86
- Male	432	382	88	441	379	86
- Female	65	65	100	65	56	86

8. Details of training given to employees and workers.

Category	F.Y. 2022-23					F.Y. 2021-22				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	1,582	1,313	83	1,286	81	1,410	1,212	86	1,212	86
Female	111	99	89	84	76	94	82	87	82	87
Total	1,693	1,412	83	1,370	81	1,504	1,294	86	1,294	86
Workers										
Male	432	432	100	355	82	441	379	86	379	86
Female	65	65	100	48	73	65	56	86	56	86
Total	497	497	100	403	81	506	435	86	435	86

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

Category	F.Y. 2022-23			F.Y. 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	1,582	1,582	100	1,410	1,410	100
Female	111	111	100	94	94	100
Total	1,693	1,693	100	1,504	1,504	100
Workers						
Male	Salary revision happens as per the LTS terms			Salary revision happens as per the LTS terms		
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, the coverage such system?**

Yes

The Company acknowledges the fact that the identification of work-related hazards is crucial for ensuring the safety of its people. Each plant implements Aspect Impact and HIRA, i.e., identifying hazards, assessing risks and defining controls, to ensure that EHS operations are conducted with care.

Every manufacturing location has an occupational health and safety management system that is compliant with ISO 45001, and all locations are ISO 45001 certified.

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

The organisation's EHS Manual (KAVACH) covers all EHS processes. Under KAVACH, the risk assessment process is elaborated with departmental and individual roles and responsibilities, monitoring control measures, competency training and awareness of individuals associated with such activities, all in support of our goal of preventing incidents, injuries, occupational disease, emergency control and prevention, and business continuity. For all activities, whether routine or irregular (permit and project activities),

A trained cross-functional team identifies hazards, and risk assessment and management are carried out using Hazard Identification and Risk Assessment (HIRA), Job Safety Analysis (JSA), Physical hazard analysis through check sheet (PHA), HAZOP for high risk and Standard Operating Procedures (SOP), which are referred to before beginning any activity. Apart from this organisation, the Company has undertaken its own self-assessments in areas such as electrical safety, fire safety, machine safety, and so on.

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

Yes, the Company urges its employees to record near-miss situations discovered during various operations, which are then classified, and an action plan is developed and implemented to prevent a recurrence. Each manufacturing facility has a specific protocol in place for reporting work-related hazards, injuries, hazardous conditions, and unsafe activities.

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

Yes, all employees are covered under health insurance and ESI scheme.

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

Safety Incident /Number	Category	F.Y. 2022-23	F.Y. 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) KMPs	Employees	0	0
	Workers	0.14	0
Total recordable work-related injuries	Employees	0	0
	Workers	1	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

The Board-approved HSE (Health, Safety and Environment) policy outlines the Company's philosophy and commitment to important HSE (Health, Safety and Environment) standards. It assists the Company in strengthening EHS performance by creating objectives and targets and monitoring key performance indicators, resulting in the organisation-wide promotion of a safety culture. A thorough EHS scorecard has been implemented across all units, and its performance is evaluated each month, following which preventive and prophylactic actions are implemented as necessary.

The Company adheres to the Work Permit System (WPS) and conducts daily toolbox discussions to promote a risk-free work environment and culture. Safety-related performance is evaluated using a standard, data-driven method and lessons based on the current situation are delivered to employees in an effort to prevent similar incidents at work. Also, the Company is OHSAS 18001 (Occupational Health and Safety Management) and ISO 45001:2018 certified.

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

	F.Y. 2022-23			F.Y. 2021-22		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions Health & Safety	No complaints have been received					

14. Assessments for the year

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

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

The objective is to create an EHS-oriented mindset focused on engineering control, zero accidents, and behavior control, supported by people. The Company has a safety manual called Kavach covering all aspects of safety. Daily incident reporting, safety observations, and theme-based awareness campaigns are conducted. Safety compliance is ensured through gap analysis, warehouse safety evaluation, and OH&S management system compliance with ISO 45001:2018. Regular audits and legal compliance checks are conducted. The safety culture is promoted through zero-tolerance policies, leading and lagging indicators, and empowerment of safety officers.

Leadership Indicators

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

Yes

2. Provide the measures undertaken by the entity to ensure payment of statutory dues by the value chain partners.

Yes, the Company has a compliance tool to track all the legal compliances with proper dates. Stakeholders are trained to ensure compliance. The Company also undertakes monthly audits with its value chain partners.

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

In Goa and Badi Plants, no such cases were reported. In the Pumps segment too, no such incidents were reported. However, in Baroda Plant, one death was reported due to ill health.

	Total No. of affected employees/ workers		Total No. of affected employees/ workers	
	F.Y. 2022-23	F.Y. 2021-22	F.Y. 2022-23	F.Y. 2021-22
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

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

The entity provides transition assistance programmes only in cases of retirement, and that too is need-based.

5. Details on assessment of value chain partners.

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

Although informal and formal awareness programmes are being conducted for the value chain partners, assessment of major business partners with respect to Environment, Health, Safety and Sustainability have already begun. The organisation aims to conduct the same audit with all business partners to enhance the working conditions associated with the Company.

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 details of the corrective actions undertaken are as follows:

- i) A vendor handbook encompassing EHS and sustainability check points has been issued as a pre-qualification procedure addressing required law compliance.
- ii) The gap after assessment is disclosed, and an action plan for compliance is created.
- iii) The Company also carries out assessment as per the internal EHS audit procedures and all the observations and non-conformances are properly recorded and notified.

Principle

4

Businesses should respect the interests of and be responsive to all its stakeholders**Essential Indicators****1. Describe the processes for identifying key stakeholder groups of the Company.**

The steps followed for identification of the stakeholders by the Company are as follows:

- i) Preparing a list of stakeholders
- ii) Classification of internal and external stakeholders
- iii) Prioritising stakeholder groups

The Company has established organisation-wide processes to encourage open and constructive dialogue with its stakeholders regularly. Participating in such communication enhances the Company's understanding of pertinent issues and assists it in identifying the attributes of stakeholders that make them valuable. The Company makes continual efforts to understand their requirements, expectations and interests to create value for the business. The Company's stakeholder engagement strategy is focused on two-way communication to receive varying perspectives and apply them to the business.

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

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency of engagement (Annually, Half yearly, quarterly /others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> ● Meetings/ Town hall briefings ● Employee engagement activities and surveys ● Team building, workshops, capability building and training ● Performance management system ● Employee newsletters ● Rewards and recognitions ● CSR through employee engagement 	Continuous	Employees are the most important assets of the Company and are essential to its long-term success. They are critical to increasing the Company's competitiveness and confirming its market leadership.

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency of engagement (Annually, Half yearly, quarterly /others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Community	Yes	<ul style="list-style-type: none"> • CSR initiatives • Volunteering 	Continuous	Empowering the community is critical to the Company's long-term business sustainability. Through numerous upliftment projects and activities, the Company continues to develop enduring relationships with the communities and transform their lives.
Suppliers	No	<ul style="list-style-type: none"> • One to-one meetings • Regular operational reviews 	Continuous	The Company collaborates with the suppliers to maintain seamless business operations by ensuring effective and efficient procurement practices.
Consumers (B2B), (B2C)	No	<ul style="list-style-type: none"> • Customer engagement surveys 	Continuous	Consumers' purchasing habits have an influence on the Company, so it is critical to have continual contact with them to understand their needs and desires.
Investors/ Shareholders	No	<ul style="list-style-type: none"> • Annual general meeting • Financial result declarations • Media releases • Investor calls and meets 	Quarterly and Annually	Investors are critical to the Company's success and growth. They help the Company by strengthening its financial resilience.

Leadership Indicators

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

The Company has noted comments and insights from all its stakeholders that have an impact on the material topics of the Company. The contributions of stakeholders were utilised to determine the Company's material subjects. The outcome of this exercise in materiality was transformed into policies by utilising several other worldwide standards and needs. These help form a framework that is specific to the Company. Also, these frameworks are presented to the Board for discussion and approval.

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

After stakeholder consultation, the Company has identified significant environmental and social concerns. Material topics were shortlisted and prioritised according to their influence on stakeholders and businesses.

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

There are no reportable concerns of vulnerable/ marginalised groups. However, the Company undertakes various CSR activities in local areas that serve the vulnerable/ marginalised stakeholder group.

Kindly refer to the Corporate Social Responsibility Section for further details on page 109 of Integrated Annual Report.

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.

The Company operates in an open, fair and transparent manner and is dedicated to upholding the highest ethical standards and practices. To expose unethical conduct and encourage professionalism and ethical behaviour among its staff, the whistle-blower and code of conduct policies are in place.

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

On-roll and contractual workers are paid in compliance with the minimum wage act. The Company has implemented programmes where, in recognition of good efforts, workers are paid additional amounts through special components and benefits. The Company's employees are paid as per industry standards.

Category	F.Y. 2022-23					F.Y. 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	1,693	-	-	1,693	100	1,504	-	-	1,504	100
Male	1,582	-	-	1,582	100	1,410	-	-	1,410	100
Female	111	-	-	111	100	94	-	-	94	100
Other than Permanent	783	-	-	783	100	650	-	-	650	100
Male	660	-	-	660	100	550	-	-	550	100
Female	123	-	-	123	100	100	-	-	100	100
Workers										
Permanent	497	-	-	497	100	506	-	-	506	100
Male	432	-	-	432	100	441	-	-	441	100
Female	65	-	-	65	100	65	-	-	65	100
Other than Permanent	2,849	2,849	100	-	-	1,883	-	-	1,883	100
Male	2,104	2,104	100	-	-	1,400	-	-	1,400	100
Female	745	745	100	-	-	483	-	-	483	100

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

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BoD)	6*	34,90,000.00	2	23,85,000.00
Key Managerial Personnel (KMP)	2**	3,48,97,704 ^{\$}	1	72,64,956 ^{\$}
Employees other than BoD and KMP	1,580	10,77,984	110	14,71,956
Workers	432	3,90,852	65	4,57,820

^{\$}The median is calculated on annual CTC of all KMPs as on March 31, 2023. However, Mr. Kaleeswaran Arunachalam was appointed as CFO w.e.f. September 5, 2022 and Ms. Rashmi Khandelwal was appointed as Company Secretary & Compliance Officer w.e.f. November 28, 2022 (both of them were only there for part of the year, however, median is annualized).

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).

The Company is aware of how severe violations of human rights are. To maintain a safe and productive workplace, the Company has adopted a POSH policy and a whistle-blower policy. To familiarise the employees with POSH and whistle-blower policies as well as the implications of human rights issues, the Company also offers training on these topics. Human rights is a sensitive topic, and the Company has zero tolerance for human rights violations. Human rights is one of the Company's key focus areas. Any human rights violation, wherever reported, shall be investigated by the Management following the code of conduct policy of the Company.

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

The Company is committed to supporting internationally accepted human rights principles and standards. It has also established procedures and processes to ensure that no human rights violations occur throughout the Company's operations. The Company's POSH and whistle-blower policies aid employees in reporting complaints. All grievances are addressed as and when received by the respective manufacturing unit heads, project managers, and business unit heads through Admin/ IR in coordination with HR. All the grievances received are duly investigated, and appropriate actions are taken to resolve the issue or complaint. Whenever required, disciplinary actions are initiated as deemed fit, and assistance from regulatory authorities is sought.

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

	F.Y. 2022-23			F.Y. 2021-22		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	NIL	NIL		1	NIL	One complaint was received, which has been investigated in accordance with the guidelines. The employee was not found guilty of any misconduct.
Discrimination at workplace	NIL	NIL		NIL	NIL	
Child Labour	NIL	NIL		NIL	NIL	
Forced Labour/Involuntary Labour	NIL	NIL		NIL	NIL	
Wages	NIL	NIL		NIL	NIL	
Other Human rights related issues	NIL	NIL		NIL	NIL	

*As on March 31, 2023, there were Nine (9) Directors. On April 24, 2023, Mr. Mathew Job, resigned from the position of Executive Director w.e.f. close of business hours of April 24, 2023 and from the position of CEO w.e.f. close of business hours of April 30, 2023.

**As on March 31, 2023, Mr. Shantanu Khosla, MD; Mr. Mathew Job, CEO; Mr. Kaleeswaran Arunachalam, CFO, and Ms. Rashmi Khandelwal, Company Secretary & Compliance Officer were designated as KMPs. However, as on the date of this Report, Mr. Promet Ghosh, MD & CEO; Mr. Kaleeswaran Arunachalam, CFO; and Ms. Rashmi Khandelwal, Company Secretary & Compliance Officer are the designated KMPs.

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

The Company's whistle-blower policy has clearly laid down the guidelines to prevent retaliation against a complainant. A complainant has the right to complete anonymity unless required by law enforcement agencies. The organisation prohibits retaliation against a complainant, such as threats of physical harm, loss of job, punitive work assignments, or impact on salary or wages.

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

No. However, the Company strongly believes that suppliers and vendors are an integral part of its business and contribute to its growth and viability. Regular engagement activities are organised with suppliers and vendors.

9. Assessment for the year.

	% of the Company's plants and offices that were assessed (by the Company or statutory authorities or third parties)
Child Labour	Government officers from the respective locations come for inspection.
Forced Labour/Involuntary Labour	Government officers from the respective locations come for inspection.
Sexual Harassment	Government officers from the respective locations come for inspection. Last year, there was no inspection.
Discrimination at workplace	Government officers from the respective locations come for inspection.
Wages	Government officers from the respective locations come for inspection.
Other- please specify	NA

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

No complaints related to child labour, forced labour, involuntary labour, or discriminatory employment were received during the reporting year, and none are pending at the end of the reporting year.

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

The Company regularly updates its employees about the Code of Conduct through various training programmes.

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

None.

3. Is the premise/ office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

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

4. Details on assessment of value chain partners.

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The Company expects its value chain partners to adhere to the same values, principles and business ethics upheld by the Company in all their dealings. No specific assessment with respect to value chain partners has been carried out.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

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

No corrective action pertaining to Question 4 was necessitated by the Company during the year under review.

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	F.Y. 2022-23	F.Y. 2021-22
Total electricity consumption (A)	35,074.04 GJ	2,24,504.7 GJ
Total fuel consumption (B)	23,290.86 GJ	2,06,442.8 GJ
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	58,364.9 GJ	4,30,947.5 GJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	-	-
Energy intensity (optional) – the relevant metric may be selected by the Company	-	-

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

2. Does the Company have any sites/ facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

This is not applicable to the Company as it does not fall under the PAT scheme of the Government of India.

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

Parameter	F.Y. 2022-23	F.Y. 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	44,025	46,616
(iii) Third party water	24,742	21,043
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	68,767	67,659
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-

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

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

At present, the Company does not have a zero-liquid discharge mechanism. However, all its facilities use 100% of the treated water from STP and ETP within the premises for horticulture and toilet use. The Company follows all the necessary applicable guidelines and directions on maintaining the standards of STP and ETP, as required by CPCB and SPCBs.

5. Please provide details of air emissions (other than GHG emissions) by the Company, in the following format.

Parameter	Unit	F.Y. 2022-23	F.Y. 2021-22
NOx		-	-
SOx	KG	11.52	28.89
Particulate matter (PM)		-	-
Persistent organic pollutants (POP)		NA	NA
Volatile organic compounds (VOC)		NA	NA
Hazardous air pollutants (HAP)		NA	NA
Others – please specify		NA	NA

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

6. Provide details of greenhouse gas emissions (Scope1 and Scope 2 emissions) & its intensity, in the following format.

Parameter	Unit	F.Y. 2022-23	F.Y. 2021-22
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)	tCO ₂ e	4,752	14,907.8
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)	tCO ₂ e	4,053.50	3,963.5
Total Scope 1 and Scope 2 emissions per rupee of turnover		-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

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

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

The Company's innovative products (fans, lighting, pumps and appliances) help to avoid nearly 15% of its GHG emissions as compared to last year.

At Baroda and the Kundiam Plant, the Company is using natural gas to reduce the GHG emissions, whereas in Baddi Unit 3, the installation of solar panels is in progress.

8. Provide details related to waste management by the Company, in the following format.

Parameter	F.Y. 2022-23	F.Y. 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	895.98	1,430.84
E-waste (B)	453.55	83.37
Bio-medical waste (C)	0.00277	0.0035
Construction and demolition waste (D)	0.00	0.00
Battery waste (E)	0.00	1.15
Radioactive waste (F)	0.00	0.00
Other Hazardous Waste. Please specify, if any. (G)	104.17	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	1,682.67	NA
Total (A+B + C + D + E + F + G + H)	3,136.37	1,515.36

Parameter	F.Y. 2022-23	F.Y. 2021-22
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	2,652.37	Not available
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	2,652.37	-
For each category of waste generated, total waste disposed of through disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

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

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

The Company is consistently making sincere efforts to improve its resource efficiency, eco-friendly packaging and trash recycling. It is implementing numerous well-thought-out measures to enhance its waste management initiatives.

The Company has improved its material efficiency, which has resulted in a decrease in industrial waste and raw material consumption, helped in waste segregation and reduced greenhouse gas emissions. The Company makes consistent efforts to track and regulate the use of hazardous substances and considers it essential to manage its resources responsibly since it benefits the environment, reduces the price of its products and ensures consumer acceptance.

The Company's operational units are responsible for ensuring that all hazardous materials are delivered to a State Pollution Control Board-approved authorised disposal operator. The Company ensures responsible waste management practices involving 100% recycling of plastic waste as per EPR PWM. The disposal of e-waste is overseen by a licensed recycler who has been approved by the CPCB and awarded green certificates for the same. Moreover, the waste generated within the plant gets segregated at the source through colour-coded waste collection bins, awareness on waste management, disposal according to the law of the land, etc.

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

Sl. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
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No. The Company does not have any offices or plants located around ecologically sensitive areas.

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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NA

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection Act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format.

Yes, the Company complies with all the applicable environmental laws. No material fines were paid in F.Y. 2022-23.

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format.

Parameter	F.Y. 2022-23	F.Y. 2021-22
From renewable sources		
Total electricity consumption (A)	70.74	53.05
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	70.74	53.05
From non-renewable sources		
Total electricity consumption (D)	35,003.30	18,061.8
Total fuel consumption (E)	23,290.86	4,645.2
Energy consumption through other sources (F)	Nil	2,01,797.6
Total energy consumed from non-renewable sources (D+E+F)	58,294.16	2,24,504.6

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

2. Provide the following details related to water discharged.

Parameter	F.Y. 2022-23	F.Y. 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
i) To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	38,521.80	34,374.63
Total water discharged (in kilolitres)	38,521.80	34,374.63

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

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres).

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

- (i) Name of the area: Vadodara lighting unit , Baddi lighting & fan units, Goa fan units & A'Nagar pump unit.
- (ii) Nature of operations: Manufacturing
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	F.Y. 2022-23	F.Y. 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	44,626	46,616
(iii) Third party water	25,250	21,043
(iv) Seawater/ desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of water withdrawal (in kilolitres)	69,876	67,659
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed/ turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
i) Into Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	38,521.80	34,374.63
Total water discharged (in kilolitres)	38,521.80	34,374.63

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

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

The Company is in the process of setting up the system for tracking scope 3 emissions. The same can be published in the forthcoming years.

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

The Company regularly tests water and air quality in accordance with environmental rules and legislation.

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

Sl. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	By switching to metal crates	The Company has started recycling and reusing techniques, such as reusing metal bins for handling semi-finished components in a few specific categories; this has eliminated the need for wooden packaging.	Lowered wood utilisation by 172 MT.
2	Conserving energy by using renewable energy	The Company has expanded the share of renewable energy in the entire energy mix, which has helped it reduce its carbon footprint while also reducing electricity costs.	Saved around 297 MWh in comparison to the past year at the Bethora facility.

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

The Disaster Management Plan includes description of the institutional arrangements and discussions on various aspects of disaster management such as prevention, mitigation, preparedness, mainstreaming, capacity development and response. The Company, all manufacturing units has set of actions and recommendations for disaster risk reduction and effective response. Onsite & offsite emergency plan discloses any significant adverse impact to the environment, arising from the entity and mitigation or adaptation measures have been taken into consideration.

The Company, all manufacturing sites are well equipped with on-site emergency plan which deals with measures to prevent and control emergencies within the factory and not affecting outside public or environment. As per applicability of manufacturing site the off-site emergency plan is made available which deal with measures to prevent and control emergencies affecting public and the environment outside the premises. Disaster recovery mechanisms are in place for critical business systems and periodic DR Drills are carried out to simulate such events and ensure that processes and systems work as desired.

8. 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?

Kicked off EHS assessment for value chain partners under QA VPQ audits.

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

The Company has started EHS assessments for value chain partners under QA VPQ audits.

Principle

7

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

Essential Indicators

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

The Company is well represented in several business and industry chambers and associations. The Company is affiliated with Thirteen (13) trade and industry chambers and associations.

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

Sl. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	Indian Pump Manufacturers Association (IPMA)	National
2	Southern India Engineering Manufacturers Association (SIEMA)	State
3	Indian Fan Manufacturers Association (IFMA)	National
4	the Advertising Standards Council of India	National
5	Indian Society of Advertisers	National
6	IMA IP Ltd	National
7	Indian Society of Lighting Engineers	National
8	Electric lamps and components manufacturers of India	National
9	Bureau of Indian Standards (BIS)	National
10	National Lighting Code and Bombay Chambers of Commerce	National
11	Bureau of Energy Efficiency (BEE).	National
12	Goa Chamber of Commerce & Industry (GCCCI)	National
13	Consumer Electronics and Appliances Manufacturers Association	National

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

For the F.Y. under review, the Company received no adverse orders from regulatory bodies; hence, no corrective actions were required.

Leadership Indicators

1. Details of public policy positions advocated by the Company.

The Company, is a key member of ELCOMA and a core member of the technical committees of ELCOMA, taking up key roles in formulating and upgrading the standards in Lighting in existing and upcoming categories. As a key member of the IWG committee of ELCOMA, The Company, plays a crucial role in coordinating and influencing industry matters and government regulation with Meity, DPIIT, and the MoEFCC on e-waste rules, budget and tariff proposals, PLI schemes, and public procurement orders. The Company, is also a key member of the BIS technical committees and ISLE, where it works on specifications, standards, upgrades, and interfaces with BEE on star rating upgrades. As a member of ELCOMA, the Company, has also been interacting with international bodies such as GLA, ISA, and NEMA. The Company, as a member of ELCOMA, has been strongly advocating for actions to be taken by regulatory bodies on the huge number of non-BIS-compliant lamps proliferating in the market.

Principle

8

Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NA					

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

Sl. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amount paid to PAFs in the FY (In INR)
1	NA					

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

The Company executes several community programmes to develop healthy relationships with the community. It regularly interacts with people and communities and tries to address their concerns. The Company ensures timely actions are taken to address the concerns raised by communities.

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

	F.Y. 2022-23	F.Y. 2021-22
Directly sourced from MSMEs/ small producers	62	60
Sourced directly from within the district and neighbouring districts	55	51

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
NA	

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

Sl. No.	State	Aspirational District	Amount spent (In INR)
1	NA		

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/ vulnerable groups? (Yes/No).
- (b) From which marginalized/ vulnerable groups do you procure?
- (c) What percentage of total procurement (by value) does it constitute?

The Company is committed to responsible and sustainable procurement and supply chain practices. It provides equal opportunity to all its procurement partners and suppliers. It has a comprehensive SOP and checklist in place for the onboarding of vendors and suppliers. It also monitors the vendor performance index (VPI) and supplier performance index (SPI).

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

Sl. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
				NA

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 the authority	Brief of the case	Corrective action taken
		NA

6. Details of beneficiaries of CSR Projects.

Sl. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Skill & Entrepreneurship Project	2,736	NA
2	Water Conservation	9,000	NA
3	Community Care	10,463	NA

Principle

9

Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

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

Consumers are of utmost importance to the Company. It has established multiple channels for receiving and responding to customer complaints. The Company is using a customer relationship management system to ensure that all feedback is captured and assigned to the appropriate service associates for resolution. Also, WhatsApp bots streamline the process of registering service requests, and the Technician Mobile Application helps streamline the Company's complaint resolution process. Additionally, a toll-free number is provided on the website.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	-
Safe and responsible usage	
Recycling and/or safe disposal	Plastic waste is 100% collected against CPCB targets.

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

As of March, 2023, the Company has closed 25,80,752 product service requests from consumers and dealers with a matching Happy Code for the current fiscal year. This is 93.7% of the total number of product service requests raised. Kindly note that, as of March, 2023, the Company has received One Hundred Thirty Three (133) complaints that have been escalated to the CEO.

In F.Y. 2021-22 and F.Y. 2020-21, the Company received zero complaints in the areas of data privacy, advertising, cybersecurity, restrictive trade practices, and unfair trade practices. Its products and services do not fall under the delivery of essential services. Most of the complaints received by the Company are product performance and installation related.

	F.Y. 2022-23		Remarks	F.Y. 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
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	-
Unfair Trade Practices	NIL	NIL		NIL	NIL	-
Other (product related)	25,80,752	3,702		29,48,560	1,299	-

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

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

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

The Company has a privacy policy in place that offers various security strategies to ensure the data security of users and devices.

The policy is present on the Company's website and can be accessed using this link: <https://www.crompton.co.in/privacy-policy/>


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.

Some dealers and channel partners engaged by CG Power and Industrial Solutions Limited were misleading consumers and traders by stating that they are associated with 'Crompton' and/or 'Crompton Greaves'. The Company has initiated appropriated proceedings against CG Power and Industrial Solutions Limited before the **Hon'ble High Court at New Delhi** and the **Hon'ble High Court at Bombay** and matters therein are pending.

Leadership Indicators

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

Channels and platforms where information on the products and services of the Company can be accessed are mentioned below:

Company website		https://www.crompton.co.in/
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Social media handles

Instagram		https://www.instagram.com/crompton_india/
Facebook		https://www.facebook.com/Crompton.India/
LinkedIn		https://www.linkedin.com/company/cromptongreavesconsumerelectricalslimited/
Twitter		https://twitter.com/Crompton_India

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

The Company provides service and installation manuals along with the product for safe installation and usage. The installation data is also provided on the website, along with links to other Company brochures.

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

NA.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/ No/NA) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as whole? (Yes/ No).

Yes, the Company ensures that the information required to be displayed in the product is mentioned on its labels or manuals. All the Company's products that need installation are sold with instruction manuals that contain detailed explanations on the safe installation and use of the products. It contains dos and don'ts to ensure the best usage. The Company also suggests optimum product ratings to be used in the case of fixtures that are sold without light sources. Also, mandatory information and information related to product usage are provided on the Company's website and through various documents (like catalogues, brochures, etc.). In B2B, due to the nature of working, which depends on the projects, the products display information required as per BIS and the Legal Metrology Act.

The services team collects customer feedback on product installation and service (via Happy Codes). Presently, 98% of consumers have supplied happy codes.

5. Provide the following information relating to data breaches.

- a. Number of instances of data breaches, along with impact.

The Company has not had any known incidents of data breaches during the year under review.

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

NIL.