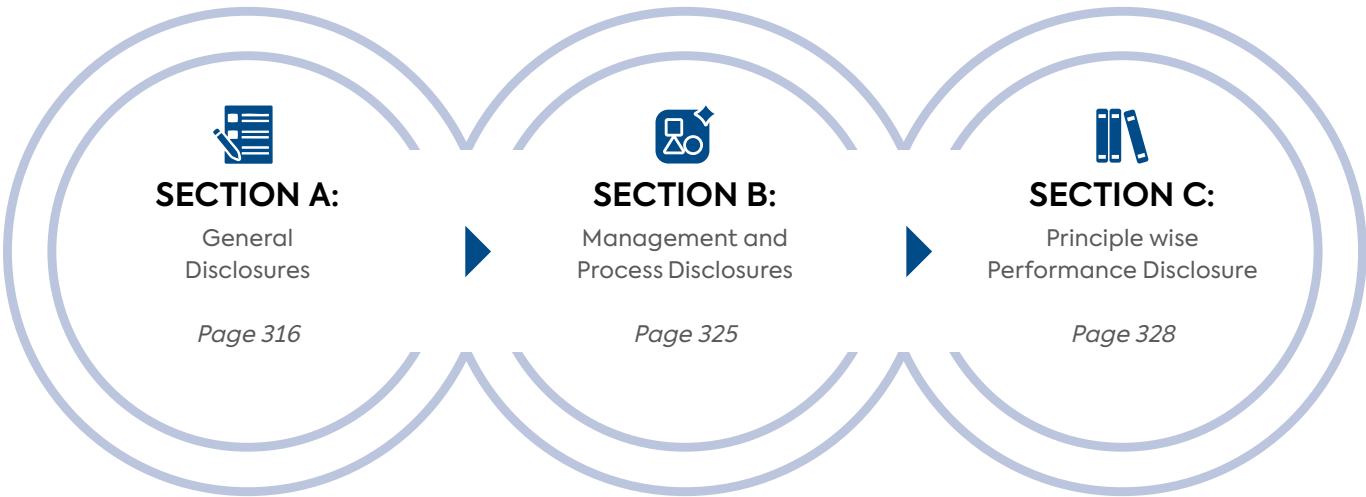


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IV. Employees

20. Details as at the end of Financial Year

a. Employees and workers (including differently abled)

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/ A)	No. (C)	% (C/ A)
EMPLOYEES						
1.	Permanent (D)	1,893	1,722	90.97	171	9.03
2.	Other than Permanent (E)	1,039	873	84.02	166	15.98
3.	Total employees (D + E)	2,932	2,595	88.51	337	11.49
WORKERS						
4.	Permanent (F)	440	389	88.41	51	11.59
5.	Other than Permanent (G)	3,680	2,744	74.57	936	25.43
6.	Total workers (F + G)	4,120	3,133	76.04	987	23.96

b. Differently abled Employees and workers

S. 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)	1	1	100	NIL	NIL
6.	Total differently abled workers (F + G)	3	3	100	NIL	NIL

21. Participation/ Inclusion/ Representation of women

Particulars	Total (A)	No. and % of Females	
		No. (B)	% (B/A)
Board of Directors	9	2	22.22
Key Management Personnel	3	1	33.33

22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

(In %)

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	27.19	16.89	26.36	24.40	22.90	24.30	36.13	33.17	35.94
Permanent Workers	3.04	11.01	4.00	7.20	13.01	7.95	2.75	3.08	2.79

V. 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 companies / joint ventures (A)	Indicate whether holding/ Subsidiary/Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/ No)
1.	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 Limited ("Butterfly")	Subsidiary	75	No

VI. CSR Details

- (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/ No) - Yes
- (ii) Turnover (in ₹) 7,028.29 Crore
- (iii) Net worth (in ₹) 3,604.05 Crore

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities ¹	YES	NIL	NIL	-	NIL	NIL	-
Investors (other than shareholders) ²	YES	NIL	NIL	-	NIL	NIL	-
Shareholders ²	YES	-	-	-	-	-	-
Employees and workers ³	YES	NIL	NIL	Minor complaints are resolved by the respective SPOC, location wise	NIL	NIL	Minor complaints are resolved by the respective SPOC, location wise
Customers ⁴	YES	33,23,954	6,716	-	27,74,927	3,322	-
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.

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

² Investors and stakeholders can correspond with the Company by sending an e-mail to crompton.investorrelations@crompton.co.in or by calling on +91 7304575254

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

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

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

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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:

		
Material issue identified	Product - right product quality	Brand
Indicate whether risk or opportunity (R/ O)		
Rationale for identifying the risk / opportunity	Products in compliance with regulatory requirements, meet highest quality parameters, environmentally sustainable and features innovative designs	Brand disruption due to negative feedback on social media, substandard service quality & prevalence of counterfeit product
In case of risk, approach to adapt or mitigate	Products are redesigned to comply with BEE and BIS norms, ensuring adherence to government regulations. Quality is embedded across the entire lifecycle—from product design and manufacturing to the end-to-end supply chain—with key metrics like PPR and COPQ continuously tracked and addressed. A robust testing mechanism at labs, factory locations, and vendor sites ensures strict quality compliance. Consumer feedback from after-sales service is integrated to enhance product quality and performance.	Established a system for social listening and sentiment analysis to proactively address consumer feedback. Implemented an online response mechanism for real-time issue resolution. Set up a nationwide network of authorized service centers, with trained teams to handle customer complaints effectively. Strengthened counterfeit monitoring through market intelligence and statutory methods, including trademark journal publications. Actions are taken as per Company’s IP policy, with legal measures initiated when necessary.
Financial implications of the risk or opportunity (Indicate positive or negative implications)		

		
EHS	Supply	IT security & data protection
		
Safety & Compliance issues	Disruption in production due to dependency on single source, volatile commodity cost	Cyber threats, Data breach, use of company information
Ensuring compliance with statutory and regulatory requirements, including E-waste management and ERP policies. EHS policy adherence is rigorously monitored through audits at both in-house and vendor locations. Regular safety campaigns are conducted across plants and corporate offices to enhance awareness and reinforce safety culture. Key safety metrics such as Total Recordable Incident Frequency Rate, near-miss incidents, and first-aid cases are systematically tracked and reviewed.	Creation of a phased plan for development of local suppliers to minimize import dependency. Identification & development of strategic vendors and suppliers to ensure minimum supply interruption. Strategic investment in design. Cost saving initiatives to mitigate impact of commodity cost volatility.	The Company established robust Data Centre and Disaster Recovery (DR) sites to ensure business continuity. The Company’s security framework includes Data Protection Assessment, Mobile Device Management with AzureAD Premium, and deployment of DLP and CASB solutions. SAP and Active Directory are hosted with DR capabilities, and annual DR drills are conducted to test system resilience. Strong access controls are maintained through regular User Access Reviews. The Company also conducts ongoing user awareness sessions and phishing simulations to strengthen its cyber defence.
		

 Negative Implications

 Positive Implications

 Risk

 Oppurtunity

Business Responsibility & Sustainability Report

		
Material issue identified	People	Service
Indicate whether risk or opportunity (R/ O)		
Rationale for identifying the risk/ opportunity	Attrition & Succession Planning	Poor service quality impact the overall consumer experience and adversely impact the brand
In case of risk, approach to adapt or mitigate	Designed and launched an integrated Talent & Learning framework to strengthen leadership competencies. Introduced training programs such as Future Leadership Development, Values Café, and Sales ka Funda to enhance employee skills and improve retention. Organized events like Family Day, Crompton Day, and festival celebrations to foster a vibrant and enjoyable workplace. Established a new corporate office with upgraded infrastructure, including a gym, prayer room, expanded collaboration spaces, and indoor games, enriching the overall employee experience.	Establishment of a Nationwide service network with a robust CRM system to efficiently addresses consumer complaints. Dedicated toll-free number and online complaint registration, ensuring resolution within defined TAT. Continuous monitoring of consumer satisfaction scores with proactive improvement measures. Effective escalation management, with a focus on delivering exceptional service as a key differentiator.
Financial implications of the risk or opportunity (Indicate positive or negative implications)		

		
Regulatory Compliance	Business Ethics & Anti-Corruption	Energy efficient products
		
Compliance with all laws and regulations is critical for business continuity	Unfair business practices leads to reputational loss and reduced shareholder trust	Crompton continues to drive innovation in energy-efficient appliances across fans, pumps, and lighting. By focusing on 5-star rated and sustainable designs, we help consumers reduce electricity usage and carbon emissions, while supporting national energy conservation goals.
The Company maintains a strong compliance framework supported by robust internal controls, regular audits, and periodic training to ensure adherence to all applicable laws and regulations. A dedicated secretarial and compliance function monitors regulatory changes and ensures timely implementation across the organization, safeguarding business continuity.	The Company has a Code of Conduct which covers issues related to ethics and corruption. It also covers all dealings with suppliers, customers, business partners and other stakeholders. The Company also has a Whistle Blower Policy ('WB Policy') which enables its employees to report their concerns about unethical behaviour.	NA
		

 Negative Implications

 Positive Implications

 Risk

 Opportunity

Business Responsibility & Sustainability Report

		
Material issue identified	Government Initiatives	Premiumization
Indicate whether risk or opportunity (R/ O)		
Rationale for identifying the risk/ opportunity	The Indian government continues to launch ambitious social welfare and infrastructure schemes such as Har Ghar Nal Yojana, Pradhan Mantri Awas Yojana, and PM-KUSUM to uplift living standards and improve access to essential utilities. These initiatives open up significant growth avenues for Crompton, particularly in segments like water pumps, lighting, and energy-efficient appliances that align with rural and semi-urban development priorities	A clear shift in consumer preference toward premium, high-performance products is redefining the home appliance and electricals market. Consumers increasingly demand appliances that are not only energy-efficient and durable but also smart, intuitive, aesthetically designed, and technologically advanced. Crompton is actively responding to this trend by upgrading its product design, introducing connected and smart appliances, and enhancing user experience across its offerings. Premiumization is a key pillar of our growth strategy, allowing us to improve margins while delivering greater value to our customers
In case of risk, approach to adapt or mitigate	NA	NA
Financial implications of the risk or opportunity (Indicate positive or negative 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.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/ No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/ No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	www.crompton.co.in/investors/corporate-governance/								
2. Whether the entity has translated the policy into procedures. (Yes/ No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	To emphasise 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 the 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, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	All the Company's manufacturing units are certified for ISO 14001, ISO 45001 & ISO 9001.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Please refer to the Chairman's Message, Management Discussion and Analysis Report ("MDA") and Integrated Annual Report ("IAR") for our management approach and commitments.								
6. Performance of the entity 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 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) The Company integrates 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 and 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 entity 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 3 (Three) Members.								

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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)								
	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								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/ No)	NA as all principles are covered.								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/ No)									
The entity does not have the financial or/ human and technical resources available for the task (Yes/ No)									
It is planned to be done in the next financial year (Yes/ No)									
Any other reason (please specify)									

List of Policies

 Code of Conduct	 Vigil Mechanism and Whistle Blower Policy	 Code of Conduct to Regulate, Monitor and Report trading by Designated Persons	 Prevention of Sexual Harassment Policy
 Environment, Health and Safety Policy	 Corporate Social Responsibility Policy	 Sustainability Policy	 Maternity Leave*
 Product Service Policy#	*The policy is available on the Company's employee's portal. #The policy is available internally in the Company and has been made available to the product service centers.		

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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. Page - 329	 PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe. Page - 333	 PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains Page - 335
 PRINCIPLE 4 Businesses should respect and promote the well-being of all employees, including those in their value chains Page - 341	 PRINCIPLE 5 Businesses should respect and promote human rights Page - 344	 PRINCIPLE 6 Businesses should respect and make efforts to protect and restore the environment Page - 347
 PRINCIPLE 7 Businesses should respect and promote human rights Page - 354	 PRINCIPLE 8 Businesses should promote inclusive growth and equitable development Page - 355	 PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner. Page - 356

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

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

Essential Indicators

1. Percentage coverage by training and awareness 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 KMPs	37	• Strategy and Annual Budget of the Company; • Internal Financial Control Systems; • CSR Strategy Framework; • Environment, Health and Safety; • ESG framework; and • Risk Management, and so on	100
Employees other than Board and KMPs	883	• Altium • Electronics • Design Thinking • Solidworks • Aeroacoustic Noise prediction software • Excel Selling skills • Channel Management • Negotiation Skills • Interpersonal skills & Emotional Intelligence • Product Trainings • Business Simulations • Women Safety Program • Project heroes • CLDP • FLDP • Compass@Navigate - Empowering People Managers • Value cafe • Advance negotiation skills • Managing Lifestyle Disorders Obesity • Performance Review Train The Trainer • Team Building	100

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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
Workers	475	• Fire fighting, consequence management training, • Environmental awareness, • Chemical safety training, • Behaviour based training, Hand & Finger safety training, • Safely Material Handling Training, • Near Miss & Accident Reporting & Investigation, Environment Awareness • Fire Fighting refresher Training • Importance of PPEs • POSH Awareness Training • First Aid refresher Training • Hand & Finger injury prevention & PPE importance • Safety Behaviour Observation Procedure • Data Analytics with Power BI, • Awareness on Grinding Machine/ Near Miss Fan Process (Grinding / Packing), Fan Assembly process • Usage of PPE • Machine Safety • Sampling Plan Awareness on Assembly Process • Awareness on Grinding Contractor Safety Management • On Site Emergency Plan • 7QC tools • Loding & Unloading and Visitors Protocol	100

2. Details of fines/ penalties/ punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website)

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fines	NIL				
Settlement					
Compounding fee					

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			
Punishment				

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

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

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

The anti-corruption and anti-bribery policies are included in the Company’s COC Policy. 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://reports.crompton.co.in/shopify/public/files/JQyKgNOWmA_Code-of-Conduct_19May2023_updated.pdf

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

	FY 2024-25	FY 2023-24
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

6. Details of complaints with regard to conflict of interest

	FY 2024-25		FY 2023-24	
	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 conflicts of interest

NA

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

	FY 2024-25	FY 2023-24
Number of days of accounts payables	103	98

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a) Purchases from trading houses as % of total purchases	0.01	0.01
	b) Number of trading houses where purchases are made from	7	9
	c) Purchases from top 10 trading houses as % of total purchases from trading houses	100	100
Concentration of Sales	a) Sales to dealers/ distributors as % of total sales	82.41	84.88
	b) Number of dealers/ distributors to whom sales are made	6,142	6,044
	c) Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	6.24	6.29
Share of RPTs in	a) Purchases (Purchases with related parties/ Total Purchases)	0.65	0.22
	b) Sales (Sales to related parties/ Total Sales)	0.00	0.00
	c) Loans & advances (Loans & advances given to related parties/ Total loans & advances)	NIL	NIL
	d) Investments (Investments in related parties/ Total Investments made)	NIL	NIL

Leadership Indicators

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

The Company 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.

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 COC encourages all its Board Members to refrain from participating in activities that could result in 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 product and processes to total R&D and capex investments made by the entity, respectively

- a) Enhancing capabilities by hiring futuristic talent.
- b) Trained R&D manpower for an average of 20 manhours in the Financial Year 2024-25 in the identified competencies.
- c) Augmented R&D infrastructure with a substantial 10,000 sq.ft. facility expansion to accelerate technological development.
- d) Digitalized R&D documentation processes and NPD Dashboard.
- e) Implemented the SAP/ PLM Integration for FAN PL(In housing).

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

- a) Organized the Startup India Design Challenge in partnership with Start-Up India. This helped to focus on critical areas of technology through project-based engagements.
- b) Access to 3 (Three) startups who are working on prototypes.
- c) It has helped the company gain critical insights into new technology development and provided access to ready-to-test prototypes.
- d) 70% of the R&D expenditure is directed towards sustainable technologies, specifically the energy efficiency of fans, lighting and appliances.

(₹ in Crore)

Particulars	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	60.42	38.14	-
Capex	24.24	33.23	-

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

Yes

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

38.31%

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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

The Company holds valid authorizations for Extended Producer Responsibility (EPR) concerning both electronic waste (e-waste) and plastic waste management. In alignment with these responsibilities, CGCEL collaborates with recyclers approved by the Pollution Control Board (PCB) to ensure the proper channelization and recycling of such waste materials.

Additionally, the Company’s facilities are engaged with PCB-authorized agencies for the disposal of both hazardous and non-hazardous wastes. The Company is currently in the process of compiling the necessary terms and conditions to formalize these engagements.

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

Yes, the Company has systematically made progress to comply with EPR obligations.

Leadership Indicators

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

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No) If yes, provide the web-link.
27503	Ceiling Fan (2 Variants)	32.00	Cradle to Grave	Yes	No
27339	LED Lighting (2 Variants)	3.00			
28110	Residential Pump	5.00			
27502	Storage Water Heater	5.00			
27501	Mixer Grinder	3.00			

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
Not applicable		

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry)

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25	FY 2023-24
	No recycled or reused input material is being used	No recycled or reused input material is being used

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

	FY 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics including packaging)	NA	1,347 MT	NA	NA	2,015.64 MT	NA
E-waste	NA	26,046.80 MT	NA	NA	15,816.60 MT	NA
Hazardous waste	NA	NA	264 MT	NA	260 MT	260
Other waste	NA	NA	NA	NA	NA	NA

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
No products reclaimed	

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities**	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	1,722	1,722	100	1,722	100	NA	NA	1,722*	100	Yes	Yes
Female	171	171	100	171	100	171	100	NA	NA	Yes	Yes
Total	1,893	1,893	100	1,893	100	171	9.03	1,722	90.97	-	-
Other than Permanent employees											
Male	873	0	0	873	100	NA	NA	873	100	Yes	Yes
Female	166	0	0	166	100	166	100	NA	NA	Yes	Yes
Total	1,039	0	0	1,039	100	166	15.98	873	84.02	-	-

*Employees can avail leave from their leave pool

** Available at applicable locations

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities**	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	389	389	100	389	100	0	0	389*	100	0	0
Female	51	51	100	51	100	51	100	0	0	0	0
Total	440	440	100	440	100	51	100	389	100	0	0
Other than Permanent workers											
Male	2,744	2,744 [#]	100 [#]	2,744	100	0	0	2,744	100	0	0
Female	936	936 [#]	100 [#]	936	100	936	100	0	0	0	0
Total	3,680	3,680 [#]	100 [#]	3,680	100	936	100	2,744	100	0	0

* Employees can avail leave from their leave pool
**Available at applicable locations
#Health Insurance is covered under Government social security scheme (ESIC)

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

Particulars	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the Company	0.47	0.45

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

Benefits	FY 2024-25			FY 2023-24		
	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						

3. Accessibility of workplaces

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

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

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

The Company is committed to creating a culture of fairness, openness, and transparency for all employees, including potential candidates. The selection process is based solely on merit—qualification, performance, and capability. The Company actively works to prevent discrimination in employment, promotion, transfer, training and working conditions. The Company is also committed in ensuring that the wages, work hours, and social benefits adhere to local laws, regulations, and market standards. The Company has Human Rights policy in place which includes equal opportunity as one of the key principles. The link to the policy is [Human_Rights_Policy.pdf](#)

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	100	NA	NA
Female	NA	NA	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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	The Company encourages transparency at all levels. Employees are urged to discuss their concerns 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.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2024-25			FY 2023-24		
	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	1,893	0	0	1,779	0	0
- Male	1,722	0	0	1,654	0	0
- Female	171	0	0	125	0	0
Total Permanent Workers	440	391	88.86	459	410	89.32
- Male	389	340	87.40	401	352	87.78
- Female	51	51	100	58	58	100

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8. Details of training given to employees and workers

Category	FY 2024-25					FY 2023-24				
	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	1,722	1,020	59.23	1,398	81.18	1,654	1,440	87.06	1,226	74.12
Female	171	171	100	49	28.65	125	51	40.80	38	30.40
Total	1,893	1,191	62.92	1,447	76.44	1,779	1,491	83.81	1,264	71.05
Workers										
Male	391	391	100	278	71.10	401	401	100	401	100
Female	52	52	100	0	0	58	58	100	58	100
Total	443	443	100	278	62.75	459	459	100	459	100

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/ A)	Total (C)	No. (D)	% (D/ C)
Employees						
Male	1,722	1,722	100	1,654	1,654	100
Female	171	171	100	125	125	100
Total	1,893	1,893	100	1,779	1,779	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?

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?

Process- Hazard Identification & Risk Assessment (HIRA) and Environmental Impact Assessment (EIA)

The Company’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 ensuring 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 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 the work related hazards and to remove themselves from such risks. (Yes/ No)

Yes, the Company urges its employees/ workers 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/ workers 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*	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.07	0.0
	Workers	0.0	0.0
Total recordable work-related injuries	Employees	1	0.0
	Workers	0.0	0.0
No. of fatalities	Employees	0	0.0
	Workers	0.0	0.0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	1	0.0
	Workers	0.0	0.0

*Including in the contract workforce

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

The Board-approved EHS Policy outlines the Company’s philosophy and commitment to important EHS 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 corrective 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 ISO 45001:2018 certified and conducts regular safety training programs for employees at all levels, Routine inspections of the workplace are carried out to identify and address potential hazards, Safety Equipment Provision etc.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	No complaints have been received			No complaints have been received		
Health Safety						

14. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100 (TUV NORD conducted assessment for ISO 45001)
Working Conditions	

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

The objective is to create an EHS-oriented mindset focused on engineering control, zero accidents, and behaviour control, supported by people. The Company has a safety manual called Kavach covering all aspects of safety. Daily incident reporting, safety, behaviour 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 that statutory dues have been deducted and deposited 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.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
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 your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100
Working Conditions	100

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 communicated and an action plan for compliance is prepared and acted on.
- 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 and promote the well-being of all employees, including those in their value chains

Essential Indicators

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

The Company adopts a systematic approach to identify key stakeholder groups vital for its operations. Initially, the Company consults extensively with its management team, following these steps:

- i) Compiling a comprehensive list of stakeholders.
- ii) Categorising stakeholders into internal and external groups.
- iii) Prioritising stakeholder groups based on their significance to the Company’s operations and objectives.

These primary stakeholders encompass consumers (both B2B and B2C), employees, shareholders/ investors, suppliers, the community, governments/ regulators.

Moreover, the Company extends its stakeholder identification beyond primary groups through an in-depth analysis of its business environment, considering factors such as industry dynamics, market trends, and regulatory requirements. Through this process, the Company identifies other stakeholders closely linked to its operations, such as industry analysts, equity analysts, and the news media, serving as proxies for customers, shareholders, and society at large.

Additionally, the Company has established organisation-wide processes to facilitate open and constructive dialogue with stakeholders regularly. Engaging in such communication channels enhances the Company’s understanding of relevant issues and helps recognise the unique attributes of stakeholders contributing value. The Company consistently aims to understand their needs, expectations, and interests to improve business outcomes.

Furthermore, the Company’s stakeholder engagement strategy prioritises two-way communication, enabling the integration of diverse perspectives into business practices effectively. This approach ensures that stakeholders feel valued and heard, fostering mutual benefits and sustainable relationships.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	• Syncup (Internal portal) • Emails • Website • 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.
Community	Yes	• 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	• 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	• 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.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors/ Shareholders	No	• Annual general meeting • Financial result declarations • Media releases • Investor calls and meets • One-on-one interactions & calls • Group meetings • Investor Conferences • Non-Deal Roadshows • Quarterly Results Declaration/ Earning calls	Ongoing	Investors are critical to our success and growth. The purpose of these engagements is to build mutual relationship with domestic & foreign investors, thereby enhancing their understanding of the business model as well as to provide updates on new business developments. The management spends significant time with shareholders, analysts and investors to communicate the strategic direction of the business, capital allocation priorities and address any other queries that they might have regarding operations or financial performance. During the year, the company has substantially increased their Investor engagement and have interacted with 450+ institutional investors in India & abroad (excluding quarterly earnings calls and specific event related calls) and 40+ sell-side research analysts from various broker houses. Strategic priorities include: - High Return on investment - Capital allocation - Higher investments towards Brand building, R&D and People capabilities under Crompton 2.0 strategy - ESG impact - Transparent disclosure for investors to take informed investment decisions

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 contributions of stakeholders were utilised to determine the Company’s material subjects. The outcome of this exercise in materiality was transformed into policies by utilizing several other worldwide standards and needs. These helps form a framework that is specific to the Company. Also, these frameworks are presented to the Board for discussion and approval.

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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.

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

Category	FY 2024-25					FY 2023-24				
	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	1,893	-	-	1,893	100	1,779	-	-	1,779	100
Male	1,722	-	-	1,722	100	1,654	-	-	1,654	100
Female	171	-	-	171	100	125	-	-	125	100
Other than Permanent	1,039	-	-	1,039	100	1,235	-	-	1,235	100
Male	873	-	-	873	100	1,068	-	-	1068	100
Female	166	-	-	166	100	167	-	-	167	100
Workers										
Permanent	440	-	-	440	100	459	-	-	459	100
Male	389	-	-	389	100	401	-	-	401	100
Female	51	-	-	51	100	58	-	-	58	100
Other than Permanent	3,680	-	-	3,680	100	2,489	-	-	2,489	100
Male	2,744	-	-	2,744	100	1,846	-	-	1,846	100
Female	936	-	-	936	100	643	-	-	643	100

3. Details of remuneration/ salary/ wages

- a. Median remuneration/ wages

Particulars	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	7	22,93,306	2	24,30,000
Key Managerial Personnel	2	4,43,90,010	1	79,91,448
Employees other than BoD and KMP	1,720	12,06,960	170	16,85,256
Workers	389	4,23,120	51	5,88,036

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

Particulars	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	10.23	8.53

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)

No, the Company does not have a focal point responsible for addressing human rights impacts or issues whereas the Company is aware of how severe violations of human rights are. To maintain a safe and productive workplace, the Company has adopted a COC, 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 are a sensitive topic, and the Company has zero tolerance for human rights violations. Human rights are one of the Company’s key focus areas. Any human rights violation, wherever reported, shall be investigated by the Management following the COC 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

Particulars	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	NIL	NIL	3	NIL	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL

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Particulars	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Forced Labour/ Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

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

Particulars	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	3
Complaints on POSH as a % of female employees / workers	100	66.67
Complaints on POSH upheld	0	NIL

8. 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. The Company has Human Rights policy in place which includes non-discrimination as one of the key principles. The link to the policy is [Human_Rights_Policy.pdf](#)

9. 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 organized with suppliers and vendors.

10. Assessments for the year

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	Government officers from the respective locations come for inspection
Forced/involuntary labour	Government officers from the respective locations come for inspection
Sexual harassment	Government officers from the respective locations come for inspection
Discrimination at workplace	Government officers from the respective locations come for inspection
Wages	Government officers from the respective locations come for inspection
Others – please specify	NA

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

Particulars	% 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	FY 2024-25	FY 2023-24
From renewable sources		
Total electricity consumption (A)	33.90 GJ	33.16 GJ
Total fuel consumption (B)	NA	NA
Energy consumption through other sources (C)	NA	NA
Total energy consumed from renewable sources (A+B+C)	33.90 GJ	33.16 GJ
From non-renewable sources		
Total electricity consumption (D)	32,658.33 GJ	32,144.89 GJ
Total fuel consumption (E)	2,473.55 GJ	7,007.7 GJ
Energy consumption through other sources (F)	NA	NA
Total energy consumed from non-renewable sources (D+E+F)	35,131.88 GJ	39,152.59 GJ
Total energy consumed (A+B+C+D+E+F)	35,165.78 GJ	39,185.75 GJ
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) (Intensity Unit (GJ / INR Crs.)	5.00	6.13

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Parameter	FY 2024-25	FY 2023-24
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) (Intensity Unit (GJ / Million USD)	10.34*	NA
Energy intensity in terms of physical output	0.00	0.00
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF for India which 20.66 for the year ended March 31, 2025.

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

2. Does the entity have any sites/ facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any. -
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	FY 2024-25	FY 2023-24
Water withdrawal by source (in kiloliters)		
(i) Surface water	NA	NA
(ii) Groundwater	34,915.16	39,169
(iii) Third party water	49,211.34	28,561
(iv) Seawater/ desalinated water	NA	NA
(v) Others	0	0
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	84,126.5	67,730
Total volume of water consumption (in kiloliters)	81,400.7	64,264
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) (Intensity Unit (KL / INR Crs.)	11.58	10.06
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (Intensity Unit (KL / Million USD)	23.93*	NA
Water intensity in terms of physical output	0.00	0.00
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF for India which 20.66 for the year ended March 31, 2025.

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

4. Provide the following details related to water discharged

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(ii) To Groundwater		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA

Parameter	FY 2024-25	FY 2023-24
(iii) To Seawater		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iv) Sent to third-parties		
- No treatment	2725.8 KL to CETP	3466 KL to CETP
- With treatment – please specify level of treatment	NA	NA
(v) Others		
- No treatment	NA	NA
- With treatment – please specify level of treatment	26,854.14 KL to Gardening & Toilet Flush	30484 KL to Gardening & Toilet Flush
Total water discharged (in kilolitres)	29,579.94	33,950.00

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

5. Has the entity 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. Company is also working on reduction of water consumption at the facility by using the waterless urinal, identification of water leakage etc.

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	Kg	7.70	NA
SOx	Kg	49.32	22
Particulate matter (PM)	Kg	15.32	NA
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.- **Yes, TUV India Private Limited**

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

Parameter	Unit	FY 2024-25	FY 2023-24
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	767.69	3,660.00
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	6,595.17	3,927.02

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Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations) (Intensity Unit (Metric Tonnes Eq. / INR Crs.))	Metric tonnes of CO ₂ equivalent/ Crore INR	1.05	1.14
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations adjusted for PPP) (Intensity Unit (Metric Tonnes Eq. / Million USD))	Metric tonnes of CO ₂ equivalent/ Crore INR	2.16*	NA
Total Scope 1 and Scope 2 emission intensity in terms of physical output	NA	0.00	0.00
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA

*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF for India which 20.66 for the year ended March 31, 2025.

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

8. Does the entity 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 6% of its GHG emissions as compared to last year. At Vadodara and Kundiam Plant, the Company is using natural gas to reduce the GHG emissions, whereas in Ahilyanagar and Goa it is using solar.

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

Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	111.43	249.92
E-waste (B)	18.99	295.13
Bio-medical waste (C)	0.0171	0.01
Construction and demolition waste (D)	0	31
Battery waste (E)	0	4.74
Radioactive waste (F)	NA	0
Other Hazardous waste. Please specify, if any. (G)	262.213	1
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	1,553.11	2,052.75
Total (A+B + C + D + E + F + G + H)	1,945.75	2,634.55
Waste intensity per rupee of turnover (Total waste generated/ Revenue from operations) (Intensity Unit (Metric Tonnes / INR Crs.))	0.28	0.41
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/ Revenue from operations adjusted for PPP) (Intensity Unit (Metric Tonnes / Million USD))	0.57#	NA
Waste intensity in terms of physical output	0.00	0.00
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA
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	1,683.53	1,700.5
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	1,683.53	1700.5

Parameter	FY 2024-25	FY 2023-24
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		NA
(i) Incineration	0.0171	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	245.54*	NA
Total	245.56	NA

*Total hazardous waste generated is 262.21MT, disposed till March 2025 is 245.54MT, balance 16.67MT will be disposed in upcoming months.

#The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF for India which 20.66 for the year ended March 31, 2025.

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

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

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.

11. If the entity has operations/ offices in/ around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hot spots, 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? (Y/N) If no, the reasons thereof and corrective action taken, if any.
No. The Company does not have any offices or plants located around ecologically sensitive areas.			

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

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

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

S. No.	Specify the law/ regulation/ guidelines which was not complied with	Provide details of the non- compliance	Any fines/ penalties/ action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Yes, the Company complies with all the applicable environmental laws. No material fines were paid in F.Y. 2024-25.				

Leadership Indicators

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

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

- (i) Name of the area- NA
- (ii) Nature of operations- NA
- (iii) Water withdrawal, consumption, and discharge in the following format - NA

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater/ desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres)	NA	NA
Total volume of water consumption (in kilolitres)	NA	NA
Water intensity per rupee of turnover (Water consumed/ turnover)	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
– No treatment	NA	NA
– With treatment – please specify level of treatment	NA	NA
(ii) Into Groundwater		
– No treatment	NA	NA
– With treatment – please specify level of treatment	NA	NA
(iii) Into Seawater		
– No treatment	NA	NA
– With treatment – please specify level of treatment	NA	NA
(iv) Sent to third-parties		
– No treatment	NA	NA
– With treatment – please specify level of treatment	NA	NA
(v) Others		
– No treatment	NA	NA
– With treatment – please specify level of treatment	NA	NA
Total water discharged (in kilolitres)		

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

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

Parameter	Unit	FY 2024-25	FY 2023-24
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	NA	NA
Total Scope 3 emissions per rupee of turnover	NA	NA	NA
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	NA	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.- Scope 3 emissions are not being reported by the Company.

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

NA

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

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
NA			

5. 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 and all its manufacturing units have established a comprehensive set of actions and recommendations aimed at disaster risk reduction and ensuring 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 and all its 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 deals 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 Evacuation and Fire Drills are carried out to simulate such events and ensure that processes and systems work as desired.

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

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

7. 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.

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8. How many Green Credits have been generated or procured
- i. By the listed entity- **NIL**

ii. By the top ten (in terms of value of purchases and sales, respectively) value chain partners- **NIL**

PRINCIPLE 7: Businesses should respect and promote human rights

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 11 (Eleven) 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 entity is a member of/ affiliated to
- | S. No. | Name of the trade and industry chambers/ associations | Reach of trade and industry chambers/ associations (State/National) |
|--------|---|---|
| 1. | Consumer Electronics and Appliances Manufacturers Association | National |
| 2. | Indian Pumps manufacturers association (IPMA) | National |
| 3. | Bureau of Indian Standards (BIS) | National |
| 4. | Bureau of Energy Efficiency (BEE) | National |
| 5. | Confederation of Indian Industry (CII) | National |
| 6. | Federation of Indian Chambers of Commerce & Industry (FICCI) | National |
| 7. | The Advertising Standards Council of India | National |
| 8. | Indian Society of Advertisers | National |
| 9. | Indian Society of Lighting Engineers | National |
| 10. | Electric lamps and components manufacturers of India (ELCOMA) | National |
| 11. | Indian Fan Manufacturers Association (IFMA) | National |
2. Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities

Name of authority	Brief of the case	Corrective action taken
For the Financial Year under review, the Company has not received any adverse order from regulatory bodies; hence, no corrective actions were required.		

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 (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
The Company proactively engages with various stakeholders including industry chambers, associations, government and regulatory bodies like BIS, BEE etc. and provides its inputs on various areas such as IS standards for Pumps.					

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year
- | Name and brief details of project | SIA Notification No. | Date of notification | Whether conducted by independent external agency (Yes / No) | Results communicated in public domain (Yes / No) | Relevant Web link |
|-----------------------------------|----------------------|----------------------|---|--|-------------------|
| NA | | | | | |
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 Project for which R&R is ongoing | State | District | No. of Project Affected Families (PAFs) | % of PAFs covered by R&R | Amounts paid to PAFs in the FY (In INR) |
|--------|--|-------|----------|---|--------------------------|---|
| 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
- | Particulars | FY 2024-25 | FY 2023-24 |
|--|------------|------------|
| Directly sourced from MSMEs/ small producers | 21.49 | 27 |
| Directly from within India | 99.28 | 97 |
5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/ on contract basis) in the following locations, as % of total wage cost*

Location	FY 2024-25	FY 2023-24
Rural	NA	NA
Semi-urban	37.76	37.43
Urban	NA	NA
Metropolitan	62.24	62.57

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

*Only permanent employees are considered

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 your entity in designated aspirational districts as identified by government bodies

S. No.	State	Aspirational District	Amount spent (In ₹)
1.	Rajasthan	Sirohi	1,60,02,910

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

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), 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
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 authority	Brief of the Case	Corrective action taken
NA		

6. Details of beneficiaries of CSR Projects

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Water Conservation	58,673	100
2.	Skill and Entrepreneurship Development	6,396	100
3.	Community Care	19,550	100

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 and also on the product labels.
2. Turnover of products and/ services as a percentage of turnover from all products/ service that carry information about

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

3. Number of consumer complaints in respect of the following

Particulars	FY 2024-25		Remarks	FY 2023-24		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	NA	NIL	NIL	NA
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	33,23,954	6,716		27,74,927	3,322	

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

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

There were no product recalls because of safety issues. The Company has a well-defined system of registering the complaints through toll-free number & online portal for logging complaints for all Crompton products. The Complaints are escalated to Authorised service centers and resolved within the time bound period depending on nature of complaint.

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
- 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
- Not applicable
7. Provide the following information relating to data breaches
- a. Number of instances of data breaches: **NIL**
- b. Percentage of data breaches involving personally identifiable information of customers: **NIL**
- c. Impact, if any, of the data breaches: **NIL**

Leadership Indicators

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

Company website

YouTube



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Social media handles



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

This information is provided in the Instructions/ Installation Manual which is supplied with all products. Installation manual given along with the product covers SOP to install & safely operate the product. Updating the information on the Product Communication in the form of User Manual, Catalogue etc., Official website, Marketing Communication, Sales Training, Customer Education through Installation services personnel etc.

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

There is a mechanism in place to release market circular to inform channel partners about Launch of New Products, Discontinuation of old Stock Keeping Units, Change in Authorised Listing Price etc.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/ services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/ No)

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 mandated product information is displayed on rating plate fixed on product. The instructions about how to operate the product safely are mentioned on the product.

The additional information/ safety instructions mentioned on the product is as below:

- 1. Direction of rotation of motor.
- 2. Do not run the pump unless filled with water.
- 3. Pour clean & dust free water through water filling plug.
- 4. Check for 1mm lift after coupling the pump set.
- 5. Fitted with Thermal overload protector.
- 6. Run the pump for 30sec minimum daily.
- 7. Do not install the pump without strainer.
- 8. Do not use float ball cock valve in delivery pipe.

The Company carries out the consumer immersion programs to understand the pain points of consumer & what improvement needs to be made in product which will add value to consumer.