

## ANNEXURE-V TO THE BOARD'S REPORT

# Business Responsibility and Sustainability Report

Forming part of the Board's Report

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L26100GJ1991PLC016173
2. Name of the Listed Entity	HLE Glascoat Limited
3. Year of incorporation	1991
4. Registered office address	H-106, GIDC Estate, V. U. Nagar - 388121, Dist. Anand, Gujarat
5. Corporate address	H-106, GIDC Estate, V. U. Nagar - 388121, Dist. Anand, Gujarat
6. E-mail	share@hleglascoat.com
7. Telephone	(02692) 236842 to 236845
8. Website	<a href="http://www.hleglascoat.com">www.hleglascoat.com</a>
9. Financial year for which reporting is being done	FY 2024-25
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) and the National Stock Exchange of India Limited (NSE)
11. Paid-up Capital	₹ 13,65,30,960.00
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Achal Thakkar, Company Secretary, Ph.No.: 02692-236842 Email Id: <a href="mailto:share@hleglascoat.com">share@hleglascoat.com</a>
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis
14. Name of assessment or assurance provider	Not Applicable as the Company does not fall under the purview of Assurance as per SEBI mandate.
15. Type of assessment or assurance obtained	Not Applicable

### II. Product/Services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Manufacturing of Process Equipment for the Chemicals, Pharmaceutical and allied Industries.	Design and Manufacturing of 1) Filtration, Drying Equipment 2) Glass Lined Equipment 3) Exotic Metal Equipment 4) Heat Transfer Equipment 5) Reactors and Pressure Vessels	98.58%

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

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Manufacture of other special-purpose machinery n.e.c.	28299	98.58%



### III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	4	12	16
International	1	9	10

#### 19. Markets served by the entity

##### a. Number of locations

Location	Number
National (No. of States)	20
International (No. of Countries)	18

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

3.05%

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

The Company serves diverse set of customers in pharmaceutical (API) and chemical (Agrochemicals, Speciality Chemicals, Fine Chemicals, Dyes and Pigments, food etc.) sectors in India. The Company offers solutions, engineered to meet the process requirements of our customers with highest standards of quality and service delivery. In chemical, pharmaceutical, and related sectors, the Company provides a spectrum of product solutions for storage, reaction, heat transfer, distillation and solid-liquid separation. With dynamic product portfolio, the Company serves clients from different industries viz., food, pharmaceutical, nutraceutical, marine, etc.

### IV. Employees

#### 20. Details as of the end of the financial year:

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

Sr. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
<b>EMPLOYEES</b>						
1.	Permanent(D)	577	534	93%	43	7%
2.	Other than Permanent (E)	0	0	0%	0	0%
3.	<b>Total employees (D+E)</b>	<b>577</b>	<b>534</b>	<b>93%</b>	<b>43</b>	<b>7%</b>
<b>WORKERS</b>						
4.	Permanent(F)	110	110	100%	0	0%
5.	Other than Permanent (G)	1357	1348	99%	9	1%
6.	<b>Total workers (F+G)</b>	<b>1467</b>	<b>1458</b>	<b>99%</b>	<b>9</b>	<b>1%</b>

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

Sr. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent(D)	3	3	100%	0	0%
2.	Other than Permanent (E)	0	0	0%	0	0%
3.	<b>Total differently-abled employees (D+E)</b>	<b>3</b>	<b>3</b>	<b>100%</b>	<b>0</b>	<b>0%</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent(F)	1	1	100%	0	0%
5.	Other than Permanent (G)	0	0	0%	0	0%
6.	<b>Total differently-abled workers (F+G)</b>	<b>1</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>

**21. Participation/Inclusion/Representation of Women:**

	Total (A)	Number and percentage of Females	
		No.(B)	%(B/A)
Board of Directors	8	0	0%
Key Management Personnel	5	0	0%

Note: Board of Directors include Key Management Personnel viz. Managing Director, Whole time director and Executive Director

**22. Turnover rate for permanent employees and workers:**

(Disclose trends for the past 3 years)

	FY 2025			FY 2024			FY 2023		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	27%	22%	27%	25%	27%	25%	20%	31%	21%
Permanent Workers	8%	-	8%	9%	-	9%	10%	-	10%

**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	Thaletec LLP (Formerly Thaletec / H L Equipments)	Subsidiary	99%	No
2	Thaletec GmbH, Thale, Germany	Subsidiary	100%	No
3	Thaletec Inc., USA	Step down subsidiary (A wholly owned subsidiary of Thaletec GmbH and hence, also subsidiary of HLE Glascoat Limited)	100% (through Thaletec GmbH)	No
4	Kinam Engineering Industries Private Limited	Subsidiary	35.56%	No
5	Kinam Enterprise Private Limited	Subsidiary	0.50%	No
6	Kinam Process Equipments Private Limited	Step-down Subsidiary	0.50%	No

**VI. CSR Details**

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

(ii) Turnover (in ₹ ) 55,112.27 Lakhs

(iii) Net worth (in ₹ ) 35,597.98 Lakhs



**VII. Transparency and Disclosure Compliances**

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

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2025			FY 2024		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	The complaints received are addressed fairly and transparently and pending complaints, if any are resolved in next reporting cycle.	0	0	The complaints received are addressed fairly and transparently and pending complaints, if any are resolved in next reporting cycle.
Investors (other than shareholders)	Yes	0	0		0	0	
Shareholders	Yes	2	0		23	0	
Employees and workers	Yes	0	0		0	0	
Customers	Yes	147	0		144	0	
Value Chain Partners	Yes	0	0		0	0	
Other (please specify)	Yes	0	0		NA	NA	

Note: Grievance Redressal Mechanism is covered under the Whistleblower Policy and same can be accessed [here](#).

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Emission Management	Risk	The Company’s approach to emissions management is centred on reducing the intensity of greenhouse gas emissions and minimising the overall carbon footprint of its operations.	The Company undertakes various initiatives and is actively transitioning to renewable energy sources with the objective of reducing its overall carbon footprint.	Negative
2	Water Management	Risk	Proactive water management reflects the Company’s commitment to responsible corporate citizenship, helping to mitigate risks, support surrounding communities, and promote long-term environmental sustainability.	The Company’s water stewardship practices focus on reducing freshwater withdrawal, treating and responsibly disposing of wastewater, thereby contributing to a positive impact on society.	Negative
3	Waste Management	Risk	By addressing waste generation and disposal, the Company is able to minimise its ecological footprint, enhance operational efficiency, and ensure compliance with regulatory standards promoting a more sustainable and responsible way of doing business.	The Company adopts a robust waste management strategy, incorporating the 3R approach Reduce, Reuse, Recycle while ensuring optimal utilisation of resources.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Product Safety and Quality	Opportunity	Ensuring product safety and quality is fundamental to earning customer trust, maintaining compliance with industry standards, and protecting the organisation's reputation and long-term success.	-	Positive
5	Human Capital Development	Opportunity	Nurturing a skilled and motivated workforce strengthens operational adaptability. Through continued investment in employee development, training, and wellbeing, the Company strives to cultivate a culture of excellence, support business growth, and build a sustainable future for the organisation.	-	Positive
6	Privacy and Data Management	Risk	Safeguarding customer and stakeholder data is vital to maintaining trust and preserving the Company's reputation.	The Company is implementing robust data protection measures and adhering to privacy regulations, prioritising the security and confidentiality of information to ensure long-term, trusted relationships with its stakeholders.	Negative
7	Labour Management	Risk	Ensuring fair and ethical treatment of employees helps foster a positive work environment, boost productivity, and reinforce employee loyalty.	The Company complies with labour laws, promotes diversity and inclusion, and offers opportunities for growth, with the aim of building a sustainable and harmonious workforce.	Negative
8	Chemical Safety	Risk	Proper management of chemicals is essential to ensure workplace safety, maintain regulatory compliance, and minimise environmental risks.	The Company prioritises the responsible handling and disposal of chemicals, reinforcing its commitment to sustainable practices and maintaining the trust of its stakeholders.	Negative
9	Corporate Governance	Risk	Strong corporate governance promotes transparency, accountability, and ethical decision-making across the organisation.	The Company upholds the highest standards of corporate governance, supported by effective risk management practices, fostering sustained stakeholder trust and long-term value creation.	Negative



## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
c. Web Link of the Policies, if available.	<a href="https://www.hleglascoat.com/corporate-governance/">https://www.hleglascoat.com/corporate-governance/</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
3. Do the enlisted policies extend to your value chain partners?	No	No	No	No	No	No	No	No	No
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<ul style="list-style-type: none"> <li>ASME Accreditation - Authorised to use ASME 'U', 'NB' and 'R' Stamps for pressure vessels.</li> <li>CE Compliance - Designing and manufacturing in compliance with CE as per Pressure Equipment, ATEX, Machinery, Electromagnetic, Low Voltage and other Directives.</li> <li>JIS Compliance - Designing and manufacturing in compliance with 'JIS'</li> <li>ISO 9001:2015 - ISO certification.</li> <li>EAC Certification - Certified for manufacturing pressure vessels as per the Russian Directives.</li> <li>L R Marine Certification - Certified for manufacturing pressure vessels for Marine Applications.</li> <li>Indian Register of Shipping Certification - Certified for manufacturing pressure vessels for Marine Applications.</li> <li>American Bureau of Shipping – Manufacturing in compliance with ABS Standards.</li> </ul>								
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	None								
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	Not Applicable								

**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)**

Dear Shareholders,

At HLE Glascoat, we remain deeply committed to embedding Environmental, Social, and Governance (ESG) principles into our business strategy, decision-making processes, and day-to-day operations. As industries across the globe navigate a dynamic sustainability landscape, we recognise both the opportunities and the challenges that come with this transition.

During the year, we achieved a key milestone in our sustainability journey with the proposed acquisition of a 26% stake in Clean Max Agri Power Limited (CMAPL). Established as a Special Purpose Vehicle (SPV), CMAPL will implement a captive open access model to supply renewable energy to our Anand Unit. Under this collaboration, CMAPL will develop a 2.31 MWp solar and 3.30 MW wind captive power facility, enabling us to enhance renewable energy usage at our Anand unit, optimise energy costs, and support India’s clean energy transition.

In line with our focus on operational efficiency and climate stewardship, we have achieved a 12.35% reduction in total energy consumption and a 21.4% reduction in greenhouse gas emissions compared to FY 2023-24. These outcomes reflect our concerted efforts to drive resource efficiency, invest in sustainable technologies, and minimise our environmental footprint across operations.

We recognise that achieving our long-term sustainability goals comes with challenges, including constraints around renewable energy infrastructure, evolving regulatory frameworks, and the need for continuous innovation. Over the past year, we have taken decisive steps to address these issues by aligning our operations with global ESG best practices and stakeholder expectations. Our focus remains on increasing renewable energy adoption, reducing our carbon footprint, and strengthening climate resilience. Looking ahead, we aim to enhance our ESG performance metrics, set ambitious yet achievable sustainability targets, and invest in innovative solutions that minimise environmental impact while driving business resilience and long-term value creation.

At HLE Glascoat, we firmly believe that embedding sustainability at the heart of our growth strategy is not just a responsibility but also an opportunity to drive long-term value for all stakeholders. Through sustained focus and strategic action, we are confident of advancing on our ESG journey while contributing meaningfully to a more sustainable and resilient future.

Thank you for your continued support.

Sincerely,

**Himanshu Patel**

Managing Director

<b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</b>	The Board of Directors is responsible for overseeing and ensuring adherence to the Company’s Business Responsibility policies. Implementation and monitoring are carried out by the Executive Director and senior management, under the Board’s strategic guidance. This structure ensures integration of responsible business practices across the organisation.
<b>9. Does the entity have a specified Committee of the Board/ Director responsible for decision-making on sustainability-related issues? (Yes / No). If yes, provide details.</b>	The Executive Director and Whole-time Director, along with the senior management team, actively oversee sustainability-related matters within the organisation. While a dedicated sustainability committee is not in place, the leadership ensures regular review and enhancement of internal systems and processes to effectively manage sustainability issues and drive alignment with the Company’s overall ESG objectives.

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

Subject for review	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other-please specify							
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y								Periodically
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y								Periodically



11. Has the entity carried out an independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No) – No.

If yes provide the name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
Not Applicable								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)	-	-	-	-	-	-	-	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	Y	-	-
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-

**SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE**

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

**Essential Indicators**

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

Segment	Total number of training 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	2	During the reporting year, the Board of Directors & KMPs received comprehensive updates on topics including performance, compliance, governance, and significant regulatory changes. These updates emphasise compliance and reporting requirements. Key Managerial Personnel (KMPs) were also part of these meetings.	100%
Key Managerial Personnel	2		100%
Employees other than BoD and KMPs	166	The Company undertakes extensive training initiatives covering EHS awareness, ISO training, Kaizen, 5S, leadership essentials, emergency response, technical training on GL equipment, financial and mental well-being, and SOP-based skill development. Regular safety toolbox talks, behavioural workshops, and competency enhancement programmes reinforce its commitment to employee well-being, operational excellence, and responsible business practices.	83.9%
Workers	268	The Company organises a wide spectrum of training and awareness programmes focused on plant safety, skill upgradation, first aid, fire fighting, 5S, emergency response, material handling, machine maintenance, welding defects, spraying techniques, hygiene, EOT operations, and values of the organisation. Technical training spans SOP-based processes, ISO awareness, safe lifting techniques, RT joint welding, thermosyphon tank fabrication, riboflavin testing, time management, workflow optimisation, and Tool Box Talks. These initiatives reflect the Company’s commitment to workplace safety, continuous capability building, and responsible operational practices	46.21%

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/ Fine				
Settlement		NA		
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				
Punishment		NA		

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	Not Applicable

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

The Company is committed to maintaining the highest standards of ethics, integrity, honesty, and transparency in all aspects of its business operations. To ensure adherence to legal and regulatory requirements, a Whistle-blower/Vigil Mechanism Policy is in place, providing employees with a secure channel to report concerns related to legal violations or discrepancies in financial statements and reports.

In addition, the Company's Code of Conduct strictly prohibits bribery, corruption, and the offering or acceptance of gifts or payments intended to secure business advantages. The Code is applicable to all employees, including Board Members and Senior Management. Employees are made aware of these policies during induction and are provided with regular updates.

The policy is publicly accessible at: [https://www.hleglascoat.com/wp-content/uploads/2023/08/HGL-WHISTLE-BLOWER-POLICY-VIGIL-MECHANISM\\_12.06.2021-R.pdf](https://www.hleglascoat.com/wp-content/uploads/2023/08/HGL-WHISTLE-BLOWER-POLICY-VIGIL-MECHANISM_12.06.2021-R.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 2025	FY 2024
Directors	None	
KMPs		
Employees		
Workers		



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

	FY 2025		FY 2024	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	None	NA	None	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	None	NA	None	NA

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

Not Applicable

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

	FY 2025	FY 2024
Number of days of accounts payables	61.04	57.08

**9. Open-ness of business**

Provide details of the 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 2025	FY 2024
<b>Concentration of Purchases</b>	a. Purchases from trading houses as % of total purchases	31%	23%
	b. Number of trading houses where purchases are made from	156	123
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	25%	17%
<b>Concentration of Sales</b>	a. Sales to dealers/ distributors as % of total sales	NA	NA
	b. Number of dealers distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	NA	NA
<b>Share of RPTs in</b>	a. Purchases (Purchases with related parties/ Total Purchases)	1.21%	0.24%
	b. Sales (Sales to related parties/ Total Sales)	2.47%	1.57%*
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NA	NA
	d. Investments (Investments in related parties/ Total Investments made)	NA	NA

\*Data has been restated for FY 2024 as the interpretation was in line w.r.t. sales to distributors/dealers (which stands as N.A), however, the interpretation has been revised this year.

**Leadership Indicators**

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
14	<ul style="list-style-type: none"> <li>Optimal Pricing, Alternative Development, Quality Enhancement, and In-house Engineering Innovation</li> <li>Vendor Development, Quality Improvement, and New Component Development</li> </ul>	2.43%

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

Yes, the Company has established robust processes to prevent and manage conflicts of interest, including those involving members of the Board. Employees and key stakeholders are required to disclose any potential conflicts of interest in accordance with defined procedures. In addition, the Company conducts regular training programmes on its Code of Conduct and ethical business practices, thereby promoting transparency, fairness, and upholding the integrity of the organisation.

**PRINCIPLE 2: Business 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.

	FY 2025	FY 2024*	Details of improvements in environmental and social impacts
R&D			
Capex	-		

Note: With a focus on B2B, the company tailors its product specifications to meet end-client requirements, which means it does not conduct independent R&D. However, the company has created innovative designs and process applications that fulfil customer expectations.

\*The data of FY 2023-24 has been restated as the company's R&D and capital expenditure are primarily directed towards innovation and meeting customised requirements. While these investments enhance product design and process efficiency, they do not have a direct impact on environmental or social dimensions.

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

No, the Company does not have a separate policy in this regard; however, it ensures that all suppliers, vendors, and contractors operate in compliance with applicable labour laws, health and safety regulations, service delivery standards, and other relevant legal requirements.

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

Not Applicable

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.

None. The Company follows well-defined procedures for the efficient handling, management, recycling, and safe disposal of waste generated across its operations. These practices are designed to minimise environmental impact and promote sustainable resource utilisation.

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.

No, Extended Producer Responsibility (EPR) obligations are not applicable to the Company due to the nature of its business operations.

**Leadership Indicators**

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

No, the Company has not undertaken Life Cycle Assessments (LCA) for any of its products.

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

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 2025	FY 2024
	Not Applicable	Not Applicable



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 2025			FY 2024		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Nil	Nil	Nil	Nil	Nil	Nil
E-waste	Nil	Nil	Nil	Nil	Nil	Nil
Hazardous waste	Nil	Nil	Nil	Nil	Nil	Nil
Other waste General Waste (Dry & Wet)	Nil	Nil	Nil	Nil *	Nil*	Nil

\*Values for FY 2023-24 are restated as previously the waste data was wrongly incorporated in the given table

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
	Not Applicable

**PRINCIPLE 3: Business 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)	
<b>Permanent employees</b>											
Male	534	482	90%	482	90%	-	-	534	100%	0	0%
Female	43	37	86%	37	86%	43	100%	-	-	0	0%
<b>Total</b>	<b>577</b>	<b>519</b>	<b>90%</b>	<b>519</b>	<b>90%</b>	<b>43</b>	<b>7%</b>	<b>534</b>	<b>92%</b>	<b>0</b>	<b>0%</b>
<b>Other than Permanent employees</b>											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

- 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)	
<b>Permanent workers</b>											
Male	110	44	40%	110	100%	0	0%	0	0%	0	0%
Female	0	0	0%	0	0%	0	0%	0	0%	0	0%
<b>Total</b>	<b>110</b>	<b>44</b>	<b>40%</b>	<b>110</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>
<b>Other than Permanent workers</b>											
Male	1348	1348	100%	1348	100%	0	0%	0	0%	0	0%
Female	9	9	100%	9	100%	0	0%	0	0%	0	0%
<b>Total</b>	<b>1357</b>	<b>1357</b>	<b>100%</b>	<b>1357</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

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

	FY 2025	FY 2024
Cost incurred on well-being measures as a % of total revenue of the company	0.63%	0.78%

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

Benefits	FY 2025			FY 2024		
	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/NA)	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	NA	NA	NA	NA	NA	NA
Others - please specify	-	-	-	-	-	-

3 Accessibility of workplaces

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

Yes, the Company's premises and office locations are accessible to differently abled employees and workers, in compliance with the provisions of the Rights of Persons with Disabilities Act, 2016.

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 places strong emphasis on building an inclusive and equitable workplace, ensuring fair and equal opportunities for all employees, including individuals with disabilities. A range of policies and initiatives are in place to support their growth, professional advancement, and overall well-being, reinforcing the Company's commitment to a supportive and diverse work culture.

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

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

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, the Company has established structured grievance redressal mechanisms, including regular Toolbox Talk (TBT) sessions, complaint boxes, and suggestion boxes. These platforms facilitate open communication and enable employees and workers across all operational locations to raise concerns and grievances, which are systematically addressed and resolved in a timely manner.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	



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

Category	FY 2025			FY 2024*		
	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	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total Permanent Workers	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

Note: This disclosure is not applicable, as there are no employees or workers who are members of any association or union.

\*The values of FY 2023-24 are restated since no employees or workers are a part of any recognised union

8. Details of training given to employees and workers:

Category	FY 2025					FY 2024				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	%(B / A)	No. (C)	%(C / A)		No. (E)	%(E / D)	No. (F)	%(F / D)
<b>Employees</b>										
Male	534	534	100%	257	48%	553	549	99%	211	38%
Female	43	43	100%	26	60%	37	34	92%	11	30%
<b>Total</b>	<b>577</b>	<b>577</b>	<b>100%</b>	<b>283</b>	<b>49%</b>	<b>590</b>	<b>583</b>	<b>99%</b>	<b>222</b>	<b>38%</b>
<b>Workers</b>										
Male	1458	1458	100%	649	44%	1621	1400	86%	465	29%
Female	9	9	100%	9	100%	4	4	100%	0	0
<b>Total</b>	<b>1467</b>	<b>1467</b>	<b>100%</b>	<b>658</b>	<b>45%</b>	<b>1625</b>	<b>1404</b>	<b>86%</b>	<b>465</b>	<b>29%</b>

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

Category	FY 2025			FY 2024		
	Total (A)	No. (B)	%(B / A)	Total (C)	No. (D)	%(D / C)
<b>Employees</b>						
Male	534	534	100%	553	553	100%
Female	43	43	100%	37	37	100%
<b>Total</b>	<b>577</b>	<b>577</b>	<b>100%</b>	<b>590</b>	<b>590</b>	<b>100%</b>
<b>Workers</b>						
Male	1458	1458	100%	1621	1621	100%
Female	9	9	100%	4	4	100%
<b>Total</b>	<b>1467</b>	<b>1467</b>	<b>100%</b>	<b>1625</b>	<b>1625</b>	<b>100%</b>

**10. Health and safety management system:**

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

Yes, the Company places high importance on ensuring the health, safety, and well-being of its employees and stakeholders. A robust Occupational Health and Safety (OHS) management system is implemented across all operational sites to prevent work-related injuries and maintain a safe, healthy, and secure work environment.

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

The Company conducts Hazard Identification and Risk Assessment (HIRA) for all routine operations to systematically identify work-related hazards and assess associated risks. These are monitored on a continuous basis through a daily observation and tracking system to ensure proactive risk management. For non-routine activities, a structured Permit to Work system is implemented, incorporating comprehensive risk assessment and defined safety precautions to effectively mitigate potential hazards.

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

Yes, the Company has established a comprehensive safety and hazard incident reporting and management system to ensure timely identification and resolution of potential workplace hazards. Multiple channels are available for employees to report safety concerns, including the Near miss Reporting System, the Safety Committee platform, and the Daily Reporting System (Unsafe Acts/Unsafe Conditions - UA/UC), thereby promoting a proactive safety culture across all operations.

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

Yes, the Company ensures access to non-occupational healthcare services through established tie-ups with hospitals such as Shree Nirali Hospital and Shree Krishna Hospital, Karamsad. Medical cards are provided to all workmen, covering direct family members for a wide range of medical services. Additionally, comprehensive health insurance coverage is extended to all employees and their families. To support routine healthcare needs, an on-site medical centre staffed with a consulting doctor is maintained at the plant, ensuring timely and accessible medical assistance.

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

Safety Incident/Number	Category	FY 2025	FY 2024
Lost Time Injury Frequency Rate (LTIFR) (per one Million-person hours worked)	Employees	0	0
	Workers	0.5	0
Total recordable work-related injuries	Employees	0	0
	Workers	16	2
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

The Company implements a comprehensive approach to workplace safety, including the use of Personal Protective Equipment (PPE), secure storage practices, and structured near-miss reporting to reduce the risk of accidents or injuries during construction and operational activities. Regular shop-floor and classroom training sessions are conducted to enhance safety awareness across all employee categories. Additionally, mock drills, evacuation drills, and continuous workplace monitoring are carried out to ensure emergency preparedness. An ERP system, integrated with a dedicated Emergency Response Team (ERT), is in place to facilitate prompt and effective action during critical situations. Further details on these initiatives can be referenced under Principle 3.



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

	FY 2025			FY 2024		
	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	Nil	0	0	Nil	0	0
Health & Safety	Nil	0	0	Nil	0	0

14. Assessment for the year:

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

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

Not Applicable

**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, the Company extends Group Personal Accident (GPA) insurance coverage to all employees and workers, providing financial protection in the unfortunate event of death arising from an accident.

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

The Company undertakes regular monitoring to ensure statutory dues are duly deducted and deposited by its value chain partners. Monthly reviews are conducted on Wage Registers and Provident Fund (PF) contributions submitted by personnel suppliers. The finance function actively tracks vendors’ statutory compliance, including Goods and Services Tax (GST) payments, through relevant government portals. Prompt follow-up actions, including email notifications, are undertaken to ensure timely compliance, and legal proceedings are initiated where necessary in cases of persistent non-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 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 2025	FY 2024	FY 2025	FY 2024
Employees	Nil		Nil	
Workers				

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

No

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

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Nil, the Company expects all its value chain partners like suppliers and contractors to adhere to various regulatory requirements including safety laws and labour conditions.
Working Conditions	

## 6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not Applicable

**PRINCIPLE 4: Business should respect the interests of and be responsive to all its stakeholders****Essential Indicators**

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

The Company follows a well-defined approach to identify and engage with key stakeholder groups that are directly influenced by its operations. Through detailed stakeholder mapping exercises, the Company prioritises stakeholders including employees, customers, investors, suppliers, regulators, local communities, and NGOs based on their significance to business activities. A range of engagement mechanisms, as outlined in Question 2, facilitate regular and meaningful interaction. The Stakeholder and Relationship Committee oversees these engagements, ensuring fair representation and safeguarding stakeholder interests. Insights gathered through this process are integrated into decision-making, supporting transparency, responsible business conduct, and sustained stakeholder trust.

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

Stakeholder Group	Whether identified as a Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	Email, Newspaper, Advertisement, Website, Investor Calls	Monthly/quarterly/ annually / event-based	Business performance, Financial Results, Statutory requirements and compliances, etc
Employees	No	Email, SMS, Pamphlets, Notice Board, Website, face to face meetings	Regularly / From time to time	Policies, Business Objectives, Achievements, awards, employee engagement, wellbeing and training initiatives.
Customers	No	Email, SMS, Newspaper, Brochures, Advertisement, Website	Regularly / From time to time	New product development, Product Safety and Quality, Service Offerings
Suppliers	No	Email, SMS, Newspaper, Advertisement, Website	Regularly / From time to time	Raw Material requirements, Product Quality, Supplier Compliance
Local Communities	No	Focused Group Discussions, One-to-One Meeting	Need Based	Community development programmes
Government	No	Email, Regulatory Compliance documents, prescribed Form filings and reporting	Regularly / From time to time	Regulatory filings, Compliances, Requisite approvals, etc
Banks/ Financial Institutions	No	Email, Website	Regularly / From time to time	Banking requirements, compliances, etc.



## Leadership Indicators

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

The Company ensures effective oversight and transparency in addressing stakeholder concerns through established governance structures, including the Stakeholders' Relationship Committee, Audit Committee, Nomination and Remuneration Committee, Risk Management Committee, and Corporate Social Responsibility Committee. These committees periodically review and evaluate stakeholder concerns pertaining to economic, environmental, and social matters. The Company actively solicits feedback on its policies and initiatives, with insights from these engagements systematically integrated into strategic planning, business objectives, and decision-making processes to ensure alignment with stakeholder expectations and responsible corporate conduct.

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

No

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

### Actions Undertaken Based on Stakeholder Engagement

In response to feedback received from key stakeholder groups, the Company has implemented the following community-focused initiatives:

1. **Livelihood Enhancement Programmes**

The Company has initiated skill development and vocational training programmes targeting unemployed youth and women in economically disadvantaged regions. These initiatives aim to improve employability and foster entrepreneurial capabilities, thereby supporting sustainable livelihoods.

2. **Promotion of Inclusive Education**

Efforts have been directed towards enhancing access to quality education by providing scholarships, upgrading school infrastructure, and facilitating digital learning tools for students from economically weaker sections, particularly in rural and tribal areas.

3. **Healthcare Access and Support**

The Company has undertaken initiatives to improve healthcare access in underserved communities through the provision of subsidised medical aid, with the objective of enhancing overall community health and wellbeing.

4. **Infrastructure Development for Marginalised Groups**

In support of vulnerable and marginalised communities, the Company has constructed and renovated residential infrastructure to ensure safer and more secure living conditions.

**PRINCIPLE 5: Businesses should respect and promote human rights****Essential Indicators**

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

Category	FY 2025			FY 2024		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	577	577	100%	590	590	100%
Other than permanent	0	0	0%	0	0	100%
<b>Total Employees</b>	<b>577</b>	<b>577</b>	<b>100%</b>	<b>590</b>	<b>590</b>	<b>100%</b>
<b>Workers</b>						
Permanent	110	110	100%	150	150	100%
Other than permanent	1357	1357	100%	1475	1475	100%
<b>Total Employees</b>	<b>1467</b>	<b>1467</b>	<b>100%</b>	<b>1625</b>	<b>1625</b>	<b>100%</b>

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

Category	FY 2025					FY 2024				
	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)
<b>Employees</b>										
<b>Permanent</b>										
Male	534	36	7%	498	93%	553	11	2%	542	98%
Female	43	4	9%	39	91%	37	3	8%	34	92%
<b>Other than Permanent</b>										
Male	0	0	0%	0	0%	0	0	0%	0	0%
Female	0	0	0%	0	0%	0	0	0%	0	0%
<b>Workers</b>										
<b>Permanent</b>										
Male	110	4	4%	106	96%	150	8	5%	142	95%
Female	0	0	0%	0	0%	0	0	0%	0	0%
<b>Other than Permanent</b>										
Male	1348	562	42%	786	58%	1517	593	39%	863	57%
Female	9	9	100%	0	0%	4	2	50%	2	50%



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

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	3	1,01,47,500	0	0
Key Managerial Personnel	5	68,75,000	0	0
Employees other than BoD and KMP	689	3,49,884	53	1,92,144
Workers	140	2,08,780	0	0

Note:

- The Key Managerial Personnel (KMP) comprises the Managing Director and two Executive Directors, who are also part of the Board of Directors (BoD).
- For the purpose of calculation under the BoD category, only three directors receiving remuneration are considered. Directors receiving only sitting fees are excluded.

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

	FY 2025	FY 2024
Gross wages paid to females as % of total wages	3.72%	3.28%

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

Yes, the Human Resources department is responsible for addressing employee grievances in a fair, timely, and transparent manner, ensuring full compliance with human rights principles and organisational standards. Employees have access to established grievance channels, including suggestion boxes placed across all units, enabling them to raise concerns confidentially and without fear of retaliation.

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

Yes, the Company has a well-defined internal mechanism for resolving grievances, including those concerning human rights matters. All workforce-related grievances are addressed in a transparent and timely manner through structured processes established by the management, ensuring fair resolution in line with organisational values and regulatory requirements.

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

	FY 2025			FY 2024		
	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	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

	FY 2025	FY 2024
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees/workers	0	0
Complaints on POSH upheld	0	0

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

The Company follows stringent policies and procedures to prevent discrimination and foster an inclusive workplace that upholds equal opportunities for all employees and workers. It places a strong emphasis on gender equality and strictly prohibits discrimination on the grounds of sex, colour, race, ethnicity, or other similar attributes. Employees are encouraged to raise concerns freely, without any fear of retaliation or adverse consequences. Confidentiality is maintained throughout the grievance resolution process, reinforcing the Company's commitment to a safe, respectful, and supportive work environment.

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

Yes, the Company incorporates human rights provisions within its business agreements and contractual arrangements, ensuring that all partners and stakeholders uphold responsible business conduct and respect for human rights principles.

10. Assessment for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labor	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others-please specify	100%

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

Not Applicable

### Leadership Indicators

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

The Company remains committed to integrating fundamental human rights principles across its business operations. This proactive approach has enabled the organisation to manage its processes responsibly, with no requirement for alterations arising from human rights-related grievances or complaints.

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

The Company undertakes periodic audits to uphold responsible business conduct, with a clear focus on eliminating child labour, forced labour, discrimination, and unsafe working conditions across its operations.

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?

The Company is committed to fostering an inclusive work environment and ensures that all its premises and offices are accessible to employees and workers with disabilities, in full compliance with the Rights of Persons with Disabilities Act, 2016.



4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	Nil, the Company expects all its vendors, suppliers and other value chain partners to comply with ethical standards, labour laws, safety laws, human rights for continued engagement with the Company
Forced/involuntary labor	
Sexual harassment	
Discrimination at workplace	
Wages	
Others-please specify	

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

Not Applicable

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

**Essential Indicators**

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Whether total energy consumption and energy intensity is applicable to the company? Yes

		FY (2024-25)	PY (2023-24)
Revenue from operations (in Rs.)		5511227000.00	5907085000.00
<b>Parameter</b>	<b>Unit</b>	<b>FY 2025</b>	<b>FY 2024</b>
<b>From renewable sources</b>			
Total electricity consumption (A)	GJ	5,300.56	7,013.29
Total fuel consumption (B)	GJ	-	-
Energy consumption through other sources (C)		-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>GJ</b>	<b>5,300.56</b>	<b>7,013.29</b>
<b>From non-renewable sources</b>			
Total electricity consumption (D)	GJ	54,436.1	64,627.67
Total fuel consumption (E) (Petrol, Diesel, Natural Gas)	GJ	34,932.832	39,857.32
Energy consumption through other sources (F)	GJ	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>GJ</b>	<b>89,368.93</b>	<b>1,04,484.99</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>GJ</b>	<b>94,668.93</b>	<b>1,11,498.28</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumption/ turnover in rupees)	<b>GJ/Million ₹</b>	<b>1.72</b>	<b>1.89</b>
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed/ Revenue from operations adjusted for PPP)	<b>GJ/Million ₹ adjusted to PPP</b>	<b>35.49</b>	<b>42.28</b>
<b>Energy intensity in terms of physical output</b> (number of units of equipment produced)	<b>GJ/ number of units of equipment produced</b>	<b>45.93</b>	<b>48.45</b>
<b>Energy intensity</b> (optional)- the relevant metric may be selected by the entity	-	-	-

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

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.

Not Applicable

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

Parameter	FY 2025	FY 2024
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface Water	-	-
(ii) Ground Water	8,359	7,247
(iii) Third Party Water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	2,914	3,863*
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>11,273</b>	<b>11,110</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>11,273</b>	<b>11,110</b>
<b>Water intensity per rupee of turnover (Total Water consumption / Revenue from operations) in kL/Million INR</b>	<b>0.20</b>	<b>0.18</b>
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP) in kL/ Million INR adjusted to PPP</b>	<b>4.22</b>	<b>4.21</b>
<b>Water intensity in terms of physical output in kL/number of units of equipment produced</b>	<b>5.47</b>	<b>7.48</b>
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>	<b>-</b>	<b>-</b>

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

\*The data for FY 2023-24 has been restated, as the value for surface water had been wrongly placed in the earlier disclosure.

## Provide the following details related to water discharged:

Parameter	FY 2025	FY 2024
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
i) To surface water	-	-
-No treatment	-	-
-With treatment-please specify level of treatment	-	-
ii) To Groundwater	-	-
-No treatment	-	-
-With treatment-please specify level of treatment	-	-
iii) To Seawater	-	-
-No treatment	-	-
-With treatment-please specify level of treatment	-	-
iv) Sent to third-parties	-	-
-No treatment	-	-
-With treatment-please specify level of treatment	-	-
v) Others	-	-
-No treatment	-	-
-With treatment-please specify level of treatment	-	-
<b>Total water discharge (in kilolitres)</b>	<b>-</b>	<b>-</b>

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

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

No effluent is generated in the company's operations



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

Parameter	Please specify unit	FY 2025	FY 2024
NOx	MT	-	-
Sox	MT	-	-
Particulate matter (PM)	MT	-	-
Persistent organic compounds (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others-please specify	-	-	-

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

Note: Currently the company is not generating any type of air emissions

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

Parameter	Unit	FY 2025	FY 2024
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO2 equivalent	718.86	1290.08 *
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO2 equivalent	3569.77	4167.5*
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	MT CO2 equivalent/ INR	0.07	0.09
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	MT CO2 equivalent/ rupee of turnover adjusted for PPP	1.61	2.07
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b> (in terms of number of units of equipment produced)	MT CO2 equivalent/ number of units of equipment produced	2.08	2.33

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

\*The data for FY 2023-24 has been restated, as the values differ due to a change in the conversion factor used for calculating GHG emissions.

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

No

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

Parameter	FY 2025	FY 2024
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	0.06	0.051*
E-waste (B)	NA	NA
Biomedical Waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	0.782	0.81
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	504.555	537.18
<b>Total (A+B + C + D + E + F + G + H)</b>	505.40	538.04*
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)	0.009	0.009

Parameter	FY 2025	FY 2024
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.19	0.20
Waste intensity in terms of physical output (in terms of number of units of equipment produced)	0.24	0.23
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
i) Recycled	504.62	537.23
ii) Re-used	0.78	0.81
iii) Other recovery operations (Co-processing)	-	-
<b>Total</b>	-	-
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
i) Incineration	-	-
ii) Landfilling	-	-
iii) Other disposal operations	-	-
<b>Total</b>	-	-

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

\*Plastic waste data has been restated for FY 2023-24, as it was previously not captured during data collation

9. 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.

There is no any hazardous and toxic chemical waste generated at HLE.

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

Sr. 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.
The Company does not have any offices or operational entities located in or around ecologically sensitive areas.			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
The Company has not conducted any Environmental Impact Assessments (EIA) during the reporting period.					



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

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, during FY 2024-25, the entity complied with all applicable environmental laws and regulations, with no instances of non-compliance reported.				

**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 :
- ii) Nature of operations :
- iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2025	FY 2024
<b>Water withdrawal by source (in kilolitres)</b>		
i) Surface Water	Nil	Nil
ii) Ground Water	Nil	Nil
iii) Third Party Water	Nil	Nil
iv) Seawater / desalinated water	Nil	Nil
v) Others	Nil	Nil
<b>Total volume of water withdrawal (in kilolitres)</b>	Nil	Nil
<b>Total volume of water consumption (in kilolitres)</b>	Nil	Nil
<b>Water intensity per rupee of turnover (Total Water consumption / Revenue from operations)</b>	Nil	Nil
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>		
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
i) Into Surface water	Nil	Nil
No treatment		
With treatment – please specify level of treatment		
ii) Into Groundwater	Nil	Nil
No treatment		
With treatment – please specify level of treatment		
iii) Into Seawater	Nil	Nil
No treatment		
With treatment – please specify level of treatment		
iv) Sent to third-parties	Nil	Nil
No treatment		
With treatment – please specify level of treatment		
v) Others	Nil	Nil
No treatment		
With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>	Nil	Nil

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

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

Parameter	Unit	FY 2025	FY 2024
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	NA	NA
Total Scope 3 emissions per rupee of turnover	emissions per rupee of turnover	NA	NA
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		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.

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.

Not Applicable

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Energy Conservation	The Company is actively enhancing the use of renewable energy sources through a dedicated cell that monitors both generation and consumption, thereby progressively reducing dependence on grid electricity.	The initiative led to a 9.5% reduction in grid electricity consumption.
2.	Energy Conservation	The Company is committed to reducing greenhouse gas (GHG) emissions by enhancing energy efficiency measures across its plant operations.	It contributed to a 9.2% reduction in total greenhouse gas emissions (Scope 1 and Scope 2)
3.	Energy Conservation	Implemented timer-based controls for shed lighting and pump operations, along with high-tension (HT) line modifications in coordination with MGVL to enhance energy efficiency and reduce operational losses.	This led to substantial energy cost savings and helped minimise environmental impacts
4.	Technology Absorption, Adaption and Innovation	Installation of auto rotators	The initiative enhanced operational cycle efficiency
5.	Technology Absorption, Adaption and Innovation	Integrated smart automation features into products, such as ANF and ANFD, to enhance operational efficiency, reliability, and user experience.	It also enabled improved efficiency and minimised the risk of human error

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

The Company has an established Emergency Response Plan in place to effectively manage and mitigate any accidental or unforeseen incidents..

The Company accords high priority to business continuity and disaster management as part of its overall risk management framework. A comprehensive plan is in place to ensure uninterrupted operation of critical business functions during emergencies. Regular mock drills and fire drills are conducted to assess system readiness and familiarise employees and stakeholders with emergency protocols. Additionally, structured processes have been established to strengthen preparedness, response, and recovery from potential disruptions.

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.

There are no material adverse environmental impacts observed as a result of the Company's value chain activities.

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

Nil

8. How many Green Credits have been generated or procured:

a. By the listed entity- Nil

b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners- Nil



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

#### Essential Indicators

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

None

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)
Not Applicable		

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

Name of authority	Brief of the case	Corrective action taken
Not Applicable as there were no instances of competitive behaviour exhibited by the Company		

#### 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
Not Applicable					

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

#### Essential Indicators

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

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
Not Applicable					

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 ₹)
Not applicable, as the Company has not undertaken any Rehabilitation and Resettlement activities during the reporting period.						

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

The Company has established a robust grievance redressal mechanism with dedicated channels to receive and address complaints and feedback from all stakeholders, including the local community. It places high value on fostering strong community relationships and acknowledges their vital role in its stakeholder ecosystem.

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

	FY 2025	FY 2024
Directly sourced from MSMEs/ small producers	42%	44%
Directly from within India	79%	53%

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 2025	FY 2024
Rural	44.31%	40.92%
Semi-urban	7.10%	6.51%
Urban	-	-
Metropolitan	48.59%	52.57%

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

#### Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

Sr. No.	State	Aspirational District	Amount spent (In ₹)
Not Applicable			

3. A) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/ vulnerable group? (Yes/ No)  
No
- B) From which marginalised /vulnerable groups do you procure?  
Not Applicable
- C) What percentage of total procurement (by value) does it constitute?  
Not Applicable

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

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Not Applicable				

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

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



6. Details of beneficiaries of CSR Projects:

S.No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1.	<b>Scholarship Scheme (Promoting Education, Art and Culture)</b> Supports students from economically weaker sections by offering scholarships for tuition fees, along with regular mentoring and performance tracking. The initiative has helped improve academic outcomes and foster self-confidence among underprivileged youth.	2500	100%
2.	<b>TB Mukht Bharat Support Initiative (Eradicating Hunger, Poverty and Malnutrition)</b> Provides nutritional kits to tuberculosis patients and conducts awareness programmes on prevention and treatment adherence. The initiative promotes better treatment compliance and community awareness, aligning with the national TB elimination mission.	120	100%
3.	<b>Rahat Dar nu Dawakhanu (Healthcare Services to Society)</b> Operates a low-cost clinic delivering essential medical consultations, subsidised tests, and medicines. It enhances healthcare access for low-income communities, supports preventive care, and reduces the financial burden on families.	1500	100%
4.	<b>Pradhan Mantri Aawas Yojna (Housing for the Underprivileged)</b> Offers financial aid for constructing permanent homes for rural families living in inadequate housing. The project improves safety, hygiene, and dignity, while fostering community inclusion and generating local employment during construction	10 Families	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.

The Company is committed to the timely resolution of customer complaints and feedback. Dedicated sales and service teams manage concerns received via email, phone, and other channels, ensuring each case is thoroughly investigated and effectively addressed to uphold high standards of customer satisfaction.

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

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

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

	FY 2025			FY 2024		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Others (Products defects reported)	147	0	-	144	0	-

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

	Number	Reasons for recall
Voluntary recalls	0	-
Forced recalls	0	-

## 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.

While the Company operates solely within the B2B segment and does not engage in online product sales, it remains strongly committed to protecting customer data from potential breaches and cyber threats. To this end, the Company has implemented advanced and robust systems designed to uphold the highest standards of data security and confidentiality.

## 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:

- Number of instances of data breaches - Nil
- Percentage of data breaches involving personally identifiable information of customers – Not Applicable
- Impact, if any, of the data breaches – Not Applicable

## Leadership Indicators

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

The requisite details and information of the Company's product and service portfolio can be accessed through its official website at [www.hleglascoat.com](http://www.hleglascoat.com).

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

The Company provides a customer care programme tailored to specific client requirements, offering comprehensive technical guidance, including recommended practices and operational Do's and Don'ts. Each unit is supplied with a detailed installation and service manual to ensure proper usage and maintenance. The Company remains steadfast in its commitment to delivering sustainable, high-quality products, complemented by responsive and value-centric customer support.

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

The Company maintains timely and transparent communication with customers regarding potential disruptions or product discontinuations, enabling them to take informed and proactive measures to mitigate any associated risks. Depending on the nature and urgency of the situation, communication is carried out through the most appropriate channel email, meetings, or calls to ensure clarity and effectiveness.

## 4. A) Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/ No/Not Applicable) B) 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 comprehensive product information is made available through detailed instruction manuals, which include equipment capacity, unique identification numbers, pressure and temperature ratings, customer purchase order references, and tag numbers all clearly indicated on the equipment nameplate. Furthermore, the Company routinely undertakes customer satisfaction and feedback surveys to support continuous improvement in service quality and delivery.