ANNEXURE-V TO THE BOARD'S REPORT

BUSINESS RESPONSIBILITY AND SUSTAINABILITY 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**	www.hleglascoat.com
9.	**Financial year for which reporting is being done**	FY 2025-26
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**	INR 13,89,09,478.00
12.	**Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report**	Mr. Achal Thakkar, Company Secretary 02692-236842 share@hleglascoat.com
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 assurance provider**	Not Applicable as the Company does not fall under the purview of Assurance as per SEBI mandate.
15.	**Type of 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	99.73%

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	99.73%

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	3	10	13
International	0	2	2

19. Markets served by the entity

a. Number of locations

Location	Number
National (No. of States)	22
International (No. of Countries)	10

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

4.13%

c. A brief on types of customers

The Company provides engineered process equipment and solutions to customers across the pharmaceutical (API) and chemical industries, including agrochemicals, specialty chemicals, fine chemicals, dyes & pigments, food, and other allied sectors. Its diverse product portfolio supports critical applications such as storage, reaction, heat transfer, distillation, and solid-liquid separation, serving industries including pharmaceuticals, nutraceuticals, food processing, marine, and other process industries.

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)
	EMPLOYEES					
1.	Permanent(D)	594	553	93%	41	7%
2.	Other than Permanent (E)	0	0	0%	0	0%
3.	Total employees (D+E)	594	553	93%	41	7%
	WORKERS					
4.	Permanent(F)	134	134	100%	0	0%
5.	Other than Permanent (G)	1370	1346	98%	24	2%
6.	Total workers (F+G)	1504	1480	98%	24	2%

b. Differently abled Employees and workers:

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

21. Participation/Inclusion/Representation of Women:

	Total (A)	Number and percentage of Females	
		No.(B)	%(B/A)
Board of Directors	8	1	12.5%
Key Management Personnel	5	0	0%

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

22. Turnover rate for permanent employees and workers:

(Disclose trends for the past 3 years)

	FY 2026			FY 2025			FY 2024		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	23%	22%	23%	27%	22%	27%	25%	27%	25%
Permanent Workers	7%	-	7%	8%	-	8%	9%	-	9%

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

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

Sr. 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 known as Thaletec / HL Equipments)	Subsidiary	99%	No
2	Thaletec GmbH	Subsidiary	100%	No
3	Thaletec Inc., USA	Step down subsidiary	100%	No
4	Kinam Engineering Industries Private Limited	Subsidiary	70%	No
5	Kinam Process Equipments Private Limited	Subsidiary	100%	No
6	OmeraStore GmbH	Step down subsidiary	100%	No
7	HLE Surface Technologies GmbH	Step down subsidiary	100%	No
8	HLE International S.à.r.l.	Subsidiary	100%	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 ₹) 72,311.46 Lakhs

(iii) Net worth (in ₹) 39,297.66 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 2026			FY 2025		
		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	All complaints are handled in a fair and transparent manner, and any unresolved cases are addressed and closed during the subsequent reporting period.	0	0	All complaints are handled in a fair and transparent manner, and any unresolved cases are addressed and closed during the subsequent reporting period.
Investors (other than shareholders)	Yes	0	0		0	0	
Shareholders	Yes	2	0		2	0	
Employees and workers	Yes	0	0		0	0	
Customers	Yes	140	0		147	0	
Value Chain Partners	Yes	0	0		0	0	
Other	NA	NA	NA		NA	NA	

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:

Sr. 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 adopts a focused approach towards emissions management by prioritising the reduction of greenhouse gas emission intensity and striving to lower the overall carbon footprint associated with its operational activities.	The Company is actively advancing its transition towards renewable energy sources and implementing various sustainability initiatives aimed at minimising the overall carbon footprint of its operations.	Negative
2	Water Management	Risk	The Company's proactive approach to water management demonstrates its commitment to responsible corporate citizenship by mitigating environmental risks, supporting surrounding communities, and contributing to long-term sustainability objectives.	Committed to responsible water management, the Company emphasises reducing freshwater withdrawal, implementing efficient wastewater treatment processes, and ensuring safe disposal practices to support environmental sustainability and deliver positive societal outcomes.	Negative

Sr. 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)
3	Waste Management	Risk	Through effective waste management and responsible disposal practices, the Company strives to minimise its environmental footprint, improve operational efficiency, and ensure compliance with applicable regulatory standards, thereby fostering a more sustainable and responsible business approach.	The Company follows a comprehensive waste management approach centred on the principles of Reduce, Reuse, and Recycle (3R), while promoting the efficient and optimal utilisation of resources.	Negative
4	Product Safety and Quality	Opportunity	Maintaining product safety and quality is essential for building customer trust, ensuring compliance with industry standards, and safeguarding the Company's reputation and long-term business sustainability.	-	Positive
5	Human Capital Developement	Opportunity	By continuously investing in employee training, development, and wellbeing, the Company aims to foster a skilled and motivated workforce that enhances operational adaptability, supports long-term business growth, and promotes a culture of excellence and sustainability.	-	Positive
6	Privacy and Data Management	Risk	Protecting customer and stakeholder data is essential for maintaining trust and upholding the Company's reputation and credibility.	The Company prioritises the security and confidentiality of information by implementing robust data protection measures and complying with applicable privacy regulations, thereby fostering long-term and trusted stakeholder relationships.	Negative
7	Labour Management	Risk	By promoting fair and ethical treatment across the workforce, the Company cultivates a positive workplace culture that enhances employee engagement, improves productivity, and strengthens long-term workforce commitment and loyalty.	By fostering an inclusive and diverse workplace, ensuring compliance with applicable labour regulations, and enabling employee development opportunities, the Company aims to cultivate a harmonious, resilient, and sustainable workforce.	Negative

Sr. 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)
8	Chemical Safety	Risk	Effective chemical management is critical for ensuring workplace safety, complying with regulatory requirements, and reducing potential environmental impacts and risks .	Through the responsible handling, storage, and disposal of chemicals, the Company reinforces its commitment to sustainable practices, regulatory compliance, and stakeholder trust.	Negative
9	Corporate Governance	Risk	Robust corporate governance practices foster ethical decision-making, strengthen accountability, and enhance transparency across the organisation.	Supported by effective risk management practices, the Company is committed to maintaining high standards of corporate governance to strengthen stakeholder confidence and drive 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
Policy and management processes											
1.	**a.**	**Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)**	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b.	**Has the policy been approved by the Board? (Yes/No)**	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c.	**Web Link of the Policies, if available.**	https://www.hleglascoat.com/corporate-governance/								
2.		**Whether the entity has translated the policy into procedures. (Yes / No)**	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.		**Do the enlisted policies extend to your value chain partners?**	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.**	• ASME Accreditation - Authorised to use ASME 'U', 'NB' and 'R' Stamps for pressure vessels. • CE Compliance - Designing and manufacturing in compliance with CE as per Pressure Equipment, ATEX, Machinery, Electromagnetic, Low Voltage and other Directives. • JIS Compliance - Designing and manufacturing incompliance with 'JIS" • ISO 9001:2015 – ISO certification • EAC Certification: Certified for manufacturing pressure vessels as per the Russian Directives • LR Marine Certification: Certified for manufacturing pressure vessels for marine application • Indian register of shipping Certification: Certified for manufacturing pressure vessels for marine applications. • American Bureau of Shipping – Manufacturing in compliance with ABS Standards.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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,

FY 2025–26 marked continued progress in strengthening responsible practices across HLE Glascoat, with focused attention on renewable energy, workplace awareness and community development.

A key milestone during the year was the commissioning of 2.31 MWp of solar and 3.30 MW of wind captive renewable power capacity in Gujarat on March 13, 2026, through Clean Max Anchorage Private Limited. This addition enhances our renewable power portfolio and provides a greater contribution of cleaner energy to our operations.

During the year, we also continued to strengthen employee awareness through safety and environmental programmes, including initiatives undertaken around World Environment Day 2025. Our CSR interventions remained focused on identified community needs, with support across education, healthcare, nutrition, rural development, environmental initiatives and disaster relief, including support for educational infrastructure and community facilities.

Going forward, our focus will remain on responsible resource management, appropriate adoption of renewable energy, workplace safety and meaningful community engagement, while responding to evolving business and regulatory requirements. We remain committed to progressing these areas through practical and relevant actions aligned with our operational priorities.

Thank you for your continued trust and support.

Himanshu Patel

Managing Director

8. **Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).**	The Board of Directors oversees the Company's Business Responsibility policies, while the Executive Director and senior management are responsible for their implementation and monitoring under the Board's strategic direction. This governance framework ensures responsible business practices are embedded across the organisation.
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.**	Sustainability oversight is led by the Executive Director, Whole-time Director, and senior management team. Although the Company does not have a dedicated sustainability committee, sustainability priorities are integrated into leadership reviews, with continuous improvements to governance frameworks and operational processes to support the Company's ESG commitments.

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

Subject for review	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other-please specify								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	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)	Not Applicable								
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)									

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 and Key Managerial Personnel (KMPs) were regularly apprised of key developments relating to business performance, compliance, governance, and significant regulatory changes. These updates also covered relevant compliance and reporting requirements, enabling effective oversight and informed decision-making.	100%
Key Managerial Personnel	2		100%

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
Employees other than BoD and KMPs	178	Leadership and behavioural development; organisational values and ethics; EHS and workplace safety awareness; emergency response and first aid; ISO management systems; quality management (QCD, Kaizen, 5S); technical and product-specific training; engineering drawing interpretation and design software (Solid Edge, Power BI, Excel); manufacturing process optimisation; ASME and GMP standards; production planning; digital competency; change management; team alignment and collaboration; defensive driving; POSH awareness.	71%
Workers	235	Toolbox talks; plant safety awareness; emergency response, firefighting and first aid; 5S and workplace discipline; welding and fabrication skills; machine operation and maintenance; material handling; process parameter monitoring; quality inspection and defect prevention; product assembly and vessel fabrication; welding precautions; PT Level-I certification; GMP practices; scrap segregation; process improvement; production knowledge; team building; organisational values; hygiene and workplace housekeeping; equipment operation and technical skill enhancement.	72%

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 INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Not Applicable				
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	Not Applicable			
Punishment				

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 consistently upholds strong ethical values, honesty, accountability, and transparency in the conduct of its business activities. In line with its commitment to regulatory and legal compliance, the Company has implemented a comprehensive Whistleblower/Vigil Mechanism Policy that provides employees with a confidential and secure channel to report concerns regarding unethical behaviour, violations of laws and regulations, or irregularities in financial disclosures.

   Moreover, the Company's Code of Conduct enforces a zero-tolerance approach to bribery, corruption, and the inappropriate offering or acceptance of gifts, payments, or favours intended to influence business decisions. The policy framework is applicable to all employees, including the Board of Directors and Senior Management personnel. To ensure effective implementation and awareness, the Company conducts employee induction sessions along with periodic training and communication programmes on ethical business practices and compliance requirements.

   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

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 2026	FY 2025
Directors	None	None
KMPs		
Employees		
Workers		

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

	FY 2026		FY 2025	
	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 2026	FY 2025
Number of days of accounts payables	74.38	61.04

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 2026	FY 2025
Concentration of Purchases	a.	Purchases from trading houses as % of total purchases	27%	31%
	b.	Number of trading houses where purchases are made from	274	156
	c.	Purchases from top 10 trading houses as % of total purchases from trading houses	29%	25%
Concentration of Sales	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
Share of RPTs in	a.	Purchases (Purchases with related parties/ Total Purchases)	1.54%	1.21%
	b.	Sales (Sales to related parties/ Total Sales)	6.41%	2.47%
	c.	Loans & advances (Loans & advances given to related parties / Total loans & advances)	98%	0*
	d.	Investments (Investments in related parties/ Total Investments made)	NA	NA

* Data for FY 2024-25 has been restated for better interpretation and maintaining the comparability across both the financial years.

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
7	Vendor development / Quality improvement / New component development	4%

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 implemented comprehensive mechanisms to identify, prevent, and manage conflicts of interest, including those involving Board members. Employees and relevant stakeholders are required to disclose any actual or potential conflicts in line with established procedures and governance frameworks.

Additionally, the Company conducts periodic training and awareness programmes on the Code of Conduct and ethical business practices to reinforce transparency, fairness, and accountability, while safeguarding the organisation's integrity.

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 2026	FY 2025	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	-	-	-

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

No. While the Company does not maintain a standalone policy specifically for this aspect, it ensures that all suppliers, vendors, and contractors adhere to applicable labour regulations, occupational health and safety norms, service quality expectations, and all other relevant statutory and regulatory 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 d) Other waste

   While the Company does not maintain a standalone policy specifically for this aspect, it ensures that all suppliers, vendors, and contractors adhere to applicable labour regulations, occupational health and safety norms, service quality expectations, and all other relevant statutory and regulatory requirements.

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 2026	FY 2025
	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 2026			FY 2025		
	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

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	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A	Number (C)	% (C / A)	Number (D	% (D / A	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	553	509	92%	509	92%	-	-	502	91%	0	0%
Female	41	36	88%	36	88%	41	100%	-	-	0	0%
Total	**594**	**545**	**92%**	**545**	**92%**	**41**	**7%**	**502**	**85%**	**0**	**0%**
Other than Permanent employees											
Male	0	0	0%	0	0%	0	0%	0	0%	0	0%
Female	0	0	0%	0	0%	0	0%	0	0%	0	0%
Total	**0**	**0**	**0%**	**0**	**0%**	**0**	**0%**	**0**	**0%**	**0**	**0%**

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A	Number (C)	% (C / A)	Number (D	% (D / A	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	134	70	52%	134	100%	0	0%	0	0%	0	0%
Female	0	0	0%	0	0%	0	0%	0	0%	0	0%
Total	**134**	**70**	**52%**	**134**	**100%**	**0**	**0%**	**0**	**0%**	**0**	**0%**
Other than Permanent workers											
Male	1346	782	58%	1346	100%	0	0%	0	0%	0	0%
Female	24	0	0%	24	100%	0	0%	0	0%	0	0%
Total	**1370**	**782**	**57%**	**1370**	**100%**	**0**	**0%**	**0**	**0%**	**0**	**0%**

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

	FY 2026	FY 2025
Cost incurred on well-being measures as a % of total revenue of the company	0.63%	0.63%

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

Benefits	FY 2026			FY 2025		
	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	NA	NA	NA	NA	NA	NA
Others	-	-	-	-	-	-

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 ensures that its offices and operational premises are designed to be accessible to differently-abled employees and workers, in accordance with the requirements 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 is committed to fostering an inclusive and equitable work environment that promotes equal opportunities for all employees, including persons with disabilities. Through various policies and initiatives, the Company supports their professional development, career progression, and overall well-being, while strengthening a diverse, respectful, and supportive workplace 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 developed comprehensive grievance management systems comprising Toolbox Talk (TBT) sessions, complaint registers, and suggestion boxes to promote open dialogue within the workplace. These mechanisms enable employees and workers across all sites to report concerns and share feedback, ensuring that grievances are addressed efficiently and in a systematic 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 2026			FY 2025		
	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.

8. Details of training given to employees and workers:

Category	FY 2026					FY 2025				
	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	553	553	100%	131	24%	534	534	100%	257	48.12%
Female	41	41	100%	11	27%	43	43	100%	26	60.46%
Total	**594**	**594**	**100%**	**142**	**24%**	**577**	**577**	**100%**	**283**	**49.04%**
Workers										
Male	1480	1480	100%	323	22%	1458	1458	100%	649	44.51%
Female	24	24	100%	24	100%	9	9	100%	9	100%
Total	**1504**	**1504**	**100%**	**347**	**23%**	**1467**	**1467**	**100%**	**658**	**44.85%**

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

Category	FY 2026			FY 2025		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	553	553	100%	534	534	100%
Female	41	41	100%	43	43	100%
Total	**594**	**594**	**100%**	**577**	**577**	**100%**
Workers						
Male	1480	1480	100%	1458	1458	100%
Female	24	24	100%	9	9	100%
Total	**1504**	**1504**	**100%**	**1467**	**1467**	**100%**

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 significant emphasis on the health, safety, and wellbeing of its employees and stakeholders. To ensure a safe, healthy, and secure working environment, the Company has implemented a robust Occupational Health and Safety (OHS) management system across all operational locations, with a focus on preventing work-related injuries and incidents.

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 follows a comprehensive, systematic approach to workplace safety through the implementation of Hazard Identification and Risk Assessment (HIRA) processes across all regular operations to identify potential hazards and assess associated risks. Identified risks are continuously monitored through daily observation and tracking, enabling proactive mitigation and timely corrective actions.

For non-routine and high-risk activities, the Company has established a robust Permit to Work (PTW) system that incorporates detailed risk assessments, predefined safety measures, and control protocols. This framework helps ensure effective hazard management, strengthens operational safety, and minimises workplace risks.

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 implemented a comprehensive incident reporting and management framework to facilitate the timely identification, reporting, and resolution of workplace hazards. To strengthen proactive risk management, multiple

reporting channels have been established, including the Near Miss Reporting System, the Safety Committee platform, and the Daily Reporting System for Unsafe Acts and Unsafe Conditions (UA/UC).

These mechanisms encourage active employee participation and contribute to fostering a strong 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 supports the well-being of its workforce by ensuring access to non-occupational healthcare facilities through its association with recognised medical institutions, such as Shree Nirali Hospital and Shree Krishna Hospital, Karamsad. Medical cards are provided to all workmen, enabling them and their immediate family members to avail a wide spectrum of healthcare services.

In addition, the Company offers comprehensive health insurance benefits covering employees and their families. To address routine and immediate medical needs at the workplace, a dedicated on-site medical centre with a consulting doctor has also been established at the plant location, ensuring timely healthcare support.

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

Safety Incident/Number	Category	FY 2026	FY 2025
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0.45	0.5
Total recordable work-related injuries	Employees	1	0
	Workers	19	16
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 adopts a comprehensive workplace safety framework that includes the mandatory use of Personal Protective Equipment (PPE), safe storage practices, and a structured near-miss reporting mechanism to minimise the likelihood of accidents and injuries during construction and operational activities. To strengthen safety awareness and preparedness, regular shop-floor and classroom-based training programmes are conducted for employees across all categories.

In addition, the Company conducts periodic mock drills and evacuation exercises, and continuously monitors the workplace to enhance emergency preparedness and response capabilities. An integrated ERP system, supported by a dedicated Emergency Response Team (ERT), enables timely, effective action during emergencies.

Further details regarding these initiatives are provided under Principle 3.

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

	FY 2026			FY 2025		
	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 has established a robust monitoring mechanism to ensure that its value chain partners comply with applicable statutory requirements. Regular oversight is maintained through monthly reviews of Wage Registers and Provident Fund (PF) contributions submitted by personnel suppliers.

In addition, the finance function systematically monitors vendors' statutory obligations, including Goods and Services Tax (GST) filings, through relevant government portals. Any instances of non-compliance are promptly addressed through follow-ups, including formal communications, and escalated to legal action in cases of continued non-adherence.

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 2026	FY 2025	FY 2026	FY 2025
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)

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 systematic approach to identifying and engaging with stakeholders who are influenced by its business operations and activities. Through detailed stakeholder mapping and assessment exercises, key stakeholder groups such as employees, customers, investors, suppliers, regulatory authorities, local communities, and NGOs are identified and prioritised based on their level of impact, relevance, and association with the business. To facilitate effective and continuous stakeholder engagement, the Company has implemented multiple communication and interaction channels, as outlined in Question 2. These engagement processes are guided by the Stakeholder and Relationship Committee, which oversees transparent communication and ensures balanced consideration of stakeholder interests. The inputs, feedback, and perspectives gathered through these interactions are integrated into the Company's decision-making framework, supporting responsible business conduct, enhanced transparency, and stronger long-term stakeholder relationships.

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 & 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
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	Focussed 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 maintains robust governance mechanisms to ensure transparency and effective oversight in addressing stakeholder concerns. Various Board-level committees, including the Stakeholders' Relationship Committee, Audit Committee, Nomination and Remuneration Committee, Risk Management Committee, and Corporate Social Responsibility Committee, periodically review and assess stakeholder matters relating to economic, environmental, and social aspects.

   The Company also actively seeks stakeholder feedback on its policies, initiatives, and business practices. Insights and inputs received through these engagements are systematically incorporated into strategic planning, business objectives, and decision-making processes, enabling the Company to align its actions with stakeholder expectations and uphold responsible corporate governance practices.

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/ marginalized stakeholder groups.

   1. **Promotion of Inclusive Education:** Supported access to quality education through the provision of scholarships, improvement of school infrastructure, and distribution of digital learning resources for students from economically weaker sections, particularly in rural and tribal regions.

   2. **Healthcare and Medical Support:** Facilitated access to healthcare services by providing subsidised medical assistance and support programmes aimed at improving health outcomes in underserved communities.

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 2026			FY 2025		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	594	594	100%	577	577	100%
Other than permanent	0	0	0%	0	0	0%
Total Employees	**594**	**594**	**100%**	**577**	**577**	**100%**
Workers						
Permanent	134	134	100%	110	110	100%
Other than permanent	1,370	1,370	100%	1,357	1,357	100%
Total Employees	**1,504**	**1,504**	**100%**	**1,467**	**1,467**	**100%**

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

Category	FY 2026					FY 2025				
	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										
Male	553	0	0%	553	100%	534	36	7%	498	93%
Female	41	0	0%	41	100%	43	4	9%	39	91%
Other than Permanent										
Male	0	0	0%	0	0%	0	0	0	0	0
Female	0	0	0%	0	0%	0	0	0	0	0
Workers										
Permanent										
Male	134	3	2%	131	98%	110	4	4%	106	96%
Female	0	0	0%	0	0%	0	0	0%	0	0%
Other than Permanent										
Male	1,346	620	46%	726	54%	1,348	562	42%	786	58%
Female	24	11	46%	13	54%	9	9	100%	0	0%

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	1,08,90,000	0	0
Key Managerial Personnel	5	76,30,002	0	0
Employees other than BoD and KMP	680	3,87,996	50	2,57,910
Workers	143	2,42,064	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 2026	FY 2025
Gross wages paid to females as % of total wages	3.77%	3.72%

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 Company has established grievance redressal mechanisms managed by the Human Resources department to ensure employee concerns are addressed in a timely, fair, and transparent manner, in line with organisational policies and human rights principles. Employees can confidentially report grievances through designated channels, including suggestion boxes placed across various operational units, without fear of discrimination or retaliation.

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

Yes, the Company has established a structured internal grievance redressal mechanism to address workforce-related concerns, including matters pertaining to human rights. Grievances are managed through defined processes implemented by the management, ensuring timely, transparent, and fair resolution in accordance with organisational values and applicable regulatory requirements.

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

	FY 2026			FY 2025		
	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 2026	FY 2025
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 is committed to fostering an inclusive and equitable workplace by implementing stringent policies and procedures that promote equal opportunities for all employees and workers. The Company strictly prohibits discrimination based on gender, race, ethnicity, colour, or any other similar attributes, while actively promoting diversity and gender equality across its operations.

   Employees are encouraged to report concerns or grievances freely and without fear of retaliation, discrimination, or adverse consequences. The Company also ensures confidentiality throughout the grievance handling and resolution process, thereby reinforcing a safe, respectful, and supportive working 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	N.A.

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 embedding fundamental human rights principles across its business operations and practices. Owing to this proactive and responsible approach, no changes to operational processes were required during the reporting period due to any human rights-related grievances or complaints.

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

   The Company conducts periodic audits and assessments to reinforce responsible business practices, with a strong emphasis on preventing 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 creating an inclusive and accessible workplace by ensuring that its premises and offices are designed to accommodate employees and workers with disabilities, in compliance with the provisions of the Rights of Persons with Disabilities Act, 2016.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	No instances were reported during the year. The Company expects all vendors, suppliers, and other value chain partners to uphold ethical business practices and comply with applicable labour, health and safety, and human rights requirements as a prerequisite for continued business engagement.
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:

		FY 2026	FY 2025
Revenue from operations (₹ in Lakhs)		72,311.46	55,106.92

Parameter	Unit	FY 2026	FY 2025
From renewable sources			
Total electricity consumption (A)	GJ	8,560.61	5,300.56
Total fuel consumption (B)	GJ	0	0
Energy consumption through other sources (C)	GJ	0	0
Total energy consumed from renewable sources (A+B+C)	**GJ**	**8,560.61**	**5,300.56**
From non-renewable sources			
Total electricity consumption (D)	GJ	73,779.61	54,931.4*
Total fuel consumption (E)	GJ	36,639.78	37,525.70*
Energy consumption through other sources (F)	GJ	-	-
Total energy consumed from non-renewable sources (D+E+F)	**GJ**	**1,10,419.39**	**92,457.10***
Total energy consumed (A+B+C+D+E+F)	**GJ**	**1,18,980**	**97,757.66***
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	**GJ/Million INR**	**1.65**	**1.77***
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/ Revenue from operations adjusted for PPP)	**GJ/Million INR adjusted to PPP**	**33.47**	**36.65***
Energy intensity in terms of physical output	**GJ/ Number of units of Equipment produced**	**44.99**	**47.43***
Energy intensity (optional)- the relevant metric may be selected by the entity	-	-	-

* FY 2024–25 data has been restated following enhanced data traceability and improved granularity in energy and fuel consumption records.

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 2026	FY 2025
Water withdrawal by source (in kilolitres)		
(i) Surface Water	-	-
(ii) Ground Water	9,485	8,359
(iii) Third Party Water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	3,775	2,914
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	13,260	11,273
Total volume of water consumption (in kilolitres)	13,260	11,273
Water intensity per rupee of turnover (Total Water consumption / Revenue from operations) in kL/Million INR	0.18	0.20
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	3.73	4.22
Water intensity in terms of physical output in kL/Number of units of equipment produced	5.01	5.47
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

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

No

4. Provide the following details related to water discharged:

Parameter	FY 2026	FY 2025
Water discharge by destination and level of treatment (in kilolitres)		
i) To surface water	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
ii) To Groundwater	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
iii) To Seawater	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
v) Others	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
Total water discharge (in kilolitres)	-	-

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

No

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

No, as there is no generation of effluent in the company.

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

Parameter	Please specify unit	FY 2026	FY 2025
NOx	MT	-	-
Sox	MT	-	-
Particulate matter (PM)	MT	-	-
Persistent organic compounds (POP)	_	-	-
Volatile organic compounds (VOC)	_	-	-
Hazardous air pollutants (HAP)	_	-	-
Others-please specify	_	-	-

Note: Monitoring of air emissions will be commenced from next reporting year.

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

No

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

Parameter	Unit	FY 2026	FY 2025
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	2,278.93	2,130.41*
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	14,755.92	10,982.28*
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO2 equivalent per million rupees of turnover	0.24	0.24*
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)	Metric tonnes of CO2 equivalent per million rupee of turnover adjusted for Purchasing Power Parity (PPP)	4.79	4.91*
Total Scope 1 and Scope 2 emission intensity in terms of physical output (in terms of number of units of equipment produced)	Metric tonnes of CO2 equivalent per number of units of equipment produced	6.44	6.36*

* FY 2024–25 data has been restated following enhanced data traceability and improved granularity in energy and fuel consumption records.

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

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

No

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

Parameter	FY 2026	FY 2025
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0.8	0.05*
E-waste (B)	1.06	0
Biomedical Waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	2.62	1.8*
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	1,271.43	624.83*
Total (A+B + C + D + E + F + G + H)	1,275.95	626.68*
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.02	0.01*
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.36	0.23*
Waste intensity in terms of physical output (in terms of number of units of equipment produced)	0.48	0.30*
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	3.11	0.69
ii) Re-used	1.37	1.16
iii) Other recovery operations (Sale to scrap dealers)	1,271.47	624.83
Total	**1,275.95**	**626.68**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
i) Incineration	0	0
ii) Landfilling	0	0
iii) Other disposal operations	0	0
Total	0	0

* FY 2024–25 waste data has been restated following enhanced data traceability to ensure greater completeness and accuracy.

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

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.

HLE Glascoat does not generate or use a significant amount of hazardous and toxic chemicals.

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

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.			

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
HLE has not conducted any Environmental Impact Assessments (EIA) during the reporting period.					

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:

Sr. 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 2026, the Company complied with all applicable environmental laws and regulations, and no instances of non-compliance were 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 2026	FY 2025
Water withdrawal by source (in kilolitres)		
i) Surface Water	-	-
ii) Ground Water	-	-
iii) Third Party Water	-	-
iv) Seawater / desalinated water	-	-
v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Total Water consumption / Revenue from operations)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
i) Into Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-

Parameter		FY 2026	FY 2025
ii)	Into Groundwater		
	- No treatment	-	-
	- With treatment – please specify level of treatment	-	-
iii)	Into Seawater		
	- No treatment	-	-
	- With treatment – please specify level of treatment	-	-
iv)	Sent to third-parties		
	- No treatment	-	-
	- With treatment – please specify level of treatment	-	-
v)	Others		
	- No treatment	-	-
	- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)		-	-

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

No.

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

Parameter	Unit	FY 2026	FY 2025
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 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.

No

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 progressively increasing the utilisation of renewable energy sources through a dedicated monitoring cell that oversees energy generation and consumption, thereby reducing reliance on conventional grid electricity.	The initiative resulted in a 9.5% reduction in dependence on grid electricity consumption.
2.	Energy Conservation	The Company is committed to minimising greenhouse gas (GHG) emissions through the implementation of enhanced energy efficiency measures across its plant operations.	The initiative contributed to a 9.2% reduction in total greenhouse gas emissions across Scope 1 and Scope 2 categories.
3.	Energy Conservation	The Company implemented timer-based control systems for shed lighting and pump operations, along with high-tension (HT) line modifications in coordination with MGVCL, to improve energy efficiency and minimise operational losses.	The initiative resulted in significant energy cost savings while also contributing to the reduction of environmental impacts.

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
4.	Technology Absorption, Adaption and Innovation	Installation of auto rotators	The initiative enhanced operational cycle efficiency
5.	Technology Absorption, Adaption and Innovation	The Company integrated smart automation features into products such as ANF and ANFD to improve operational efficiency, enhance reliability, and deliver an improved user experience.	The initiative also enhanced operational efficiency and helped reduce the likelihood 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 established a comprehensive Emergency Response Plan to effectively manage and mitigate accidental or unforeseen incidents.

   As part of its broader risk management framework, the Company places strong emphasis on business continuity and disaster management. A structured approach has been adopted to ensure the uninterrupted operation of critical systems during emergencies. Regular mock drills, including fire drills, are conducted to assess preparedness and enhance employees' and relevant stakeholders' awareness of emergency protocols.

   In addition, defined processes and systems have been implemented to strengthen the Company's preparedness, response, and recovery capabilities in the event of 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.**

   No material adverse environmental impacts have been 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 bodies) that the entity is a member of/ affiliated to.**

Sr. 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:

Sr. 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:

Sr. 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)
Not applicable						

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

The Company has implemented a robust grievance redressal mechanism, supported by dedicated channels to effectively receive, address, and resolve concerns and feedback from all stakeholders, including local communities.

Recognising the importance of community engagement, the Company places significant emphasis on building and maintaining strong relationships with communities, acknowledging their integral role within its broader stakeholder ecosystem.

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

	FY 2026	FY 2025
Directly sourced from MSMEs/ small producers	51.40%	42%
Directly from within India	91.58%	79%

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 2026	FY 2025
Rural	43.47%	44.31%
Semi-urban	6.67%	7.10%
Urban	-	-
Metropolitan	49.86%	48.59%

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

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: 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 INR)
Not Applicable			

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

   No

   B) From which marginalized /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:

Sr. 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:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	**Scholarship Scheme (Promoting Education, Art and Culture):** Supported students from economically weaker sections through scholarships for tuition fees, complemented by regular mentoring and academic performance monitoring. The initiative aims to enhance educational attainment, encourage continued learning, and strengthen the confidence and future prospects of underprivileged youth.	2,900	100%
2	**TB Mukt Bharat Support Initiative (Eradicating Hunger, Poverty and Malnutrition):** Supported tuberculosis patients through the provision of nutritional kits and conducted awareness programmes on disease prevention, early diagnosis, and treatment adherence. The initiative aims to improve patient well-being, encourage treatment compliance, and enhance community awareness, contributing to the objectives of the national TB elimination mission.	130	100%

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
3	**Rahat Dar Nu Dawakhana (Healthcare Services to Society):** Supported access to affordable healthcare through the operation of a low-cost clinic providing essential medical consultations, subsidised diagnostic services, and medicines. The initiative aims to improve healthcare accessibility for economically disadvantaged communities, promote preventive healthcare, and reduce the financial burden associated with medical treatment.	3,050	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 addressing customer complaints and feedback in a timely and effective manner. Dedicated sales and service teams handle concerns received through email, telephone, and other communication channels, ensuring that each issue is thoroughly reviewed, appropriately investigated, and resolved to maintain high levels of customer satisfaction and service excellence.

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 2026		Remarks	FY 2025		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
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)	140	0	-	147	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.

   Although the Company operates exclusively in the B2B segment and does not engage in direct consumer-facing online sales, it recognises the importance of protecting customer and business information. The Company has established robust information security and cybersecurity frameworks, supported by appropriate technological safeguards and monitoring mechanisms, to mitigate risks related to data breaches, unauthorised access, and cyber threats. These measures are aimed at ensuring the security, confidentiality, and integrity of information entrusted to the Company.

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 - Not Applicable

   b. Percentage of data breaches involving personally identifiable information of customers – Not Applicable

   c. Impact, if any, of the data breaches – Not Applicable

Leadership Indicators

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

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

   The Company offers a customer care programme designed to address specific client requirements by providing comprehensive technical support, operational guidance, and recommended best practices, including essential Do's and Don'ts. Detailed installation and service manuals are provided with each unit to facilitate proper usage, operation, and maintenance.

   The Company remains committed to delivering sustainable and high-quality products, supported by responsive, reliable, and customer-centric service practices.

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

   The Company ensures timely, transparent communication with customers about potential product discontinuations or operational disruptions, enabling them to take proactive, informed measures to mitigate associated risks. Depending on the urgency and nature of the matter, communication is conducted through appropriate channels, such as emails, meetings, or calls, to ensure clear and effective engagement.

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 provides comprehensive product-related information through detailed instruction manuals and equipment nameplates, which clearly specify parameters such as equipment capacity, unique identification numbers, pressure and temperature ratings, customer purchase order references, and tag numbers.

   In addition, the Company regularly conducts customer satisfaction and feedback surveys to assess service effectiveness and support continuous improvement in product quality, service standards, and customer experience.