

Sustainability & Business Responsibility Report

Building Sustainable Businesses at the Aditya Birla Group:

At the Aditya Birla Group, we endeavour to become the leading Indian conglomerate for sustainable business practices across our global operations. We define a “Sustainable Business” as one that can continue to survive and thrive within the growing needs and tightening legal and resource constraints of a “Sustainable World”. We believe that this means that as we go forward towards the constrained operating environments of 2030 and 2050 that for a continued “Sustainable World” it can increasingly only contain “Sustainable Businesses”.

To achieve our Group vision, we are innovating away from the traditional sustainability models to one consistent with our vision to build sustainable businesses capable of operating in the next three decades. It is in our own interests to mitigate our own impact in every way we can because this is a direct assistance to creating a sustainable planet. It also prepares us for further mitigation and the cost of adapting to a world that is a full two degrees or even three or four hotter than today.

We began our quest with the question, “If everyone and every business followed the law as written today, is the planet sustainable?” We quickly concluded that around the year 2050, when the Earth’s population reaches an estimated 9 billion, climate change, water scarcity, pollution, biodiversity loss and an overload of waste, if left unchecked, would set the planet on a possibly irreversible unsustainable course. It is therefore intuitive that leaders must find ways to transform industries such that international bodies can codify and governments can legislate over time to reduce the damage and it is imperative that the Aditya Birla Group remains ahead of the curve.

The first step of our programme to build sustainable businesses is focused on increasing the capability of our business management systems. Under this programme called “Responsible Stewardship” we try to move from merely complying with current legal standards to conforming to the international standards set by the global bodies of the International Finance Corporation (IFC), the Organisation for Economic Cooperation and Development (OECD), the International Standards Organisation (ISO), Occupational Health and Safety Advisory Services (OHSAS), the Global Reporting Initiative (GRI), the Forestry Stewardship Council and others. To support our businesses in this endeavour, we have created the Aditya Birla Group’s Sustainable Business Framework of Policies, Technical Standards, and Guidance Notes to give our leaders, managers, employees and contract employees the chance to train, learn, understand, and apply improvement techniques to help our businesses

reach higher standards of performance. Our Group Sustainable Business Framework is currently certified to 16 international standards (<http://sustainability.adityabirla.com/>) So far, we have had much success with respect to reductions in accidents, energy use, water use, and have implemented our first Biodiversity plans. Our programme to achieve the World Business Council for Sustainable Development’s Water and Sanitation and Hygiene pledge (WASH) to ensure that we provide safe drinking water, sanitation and hygiene in all our operations has resulted in our building over 600 new bathrooms, many for women and differently abled people. Each of these achievements helps reduce and mitigate our impact on the planet and are imperative to building the sustainable business platform for our future.

If we are to create fully sustainable business models and systems for the future then “Responsible Stewardship” by itself is not enough. We need other components to help us with a greater transformation. We need to understand the global mega-trends and their effect on us; geographically, physically, technologically and how the legal system (including regulations and tax) will need to change in order to motivate business to create a sustainable world. Our performance will need to be improved further to meet the changes needed to mitigate and adapt to these External Factors. By talking to our Strategic Stakeholders knowledgeable in these issues, we can scan the horizon to better understand their likely risk to our business. With this information, we enhance our business models, strategies and risk profiles in order to “Future Proof” them and our value chains in the medium to long term. Since only “Sustainable” business can exist in a Sustainable World then a Sustainable Value Chain can also only contain these businesses and so it becomes imperative to map our value chains to look for vulnerabilities. Our goal is to create not only Sustainable Businesses but also Sustainable Value Chains of which we can be a key member. We are helping our leaders to understand which external changes might heavily influence our value chains and business models in the future and what might be expected of our products and brands. For example, the world will need businesses that are able to mitigate and adapt to climate change, with robust and sustainable supply chains that are also impervious to all external forces that will inevitably begin to affect us in the future. To build sustainable businesses will take time, particularly when we consider some of our very complex value chains but by pushing to be a leader today, we are giving our businesses the best possible chance of achieving long-term success not only for ourselves but also for our value chains and hence for our planet.

Business Responsibility Report

Section A: General Information about the Company

1. Corporate Identification Number (CIN) of the Company : L17124MP1947PLC000410
2. Name of the Company : Grasim Industries Limited ("Grasim")
3. Registered Address : Birlagram, Nagda 456331, Madhya Pradesh, India
4. Website : www.grasim.com
5. E-mail ID : grasim.brr@adityabirla.com
6. Financial Year Reported : 1st April 2018 to 31st March 2019

7. Sector(s) that the Company is engaged in (industrial activity code-wise):

Sectors	Industrial Activity Code			
	Group	Class	Sub-Class	Description
Fibre	203	2030	20302	Manufacture of synthetic or artificial staple fibre not textured
Yarn	203	2030	20303	Manufacture of Rayon Viscose Filament Yarn & Tyre Yarn
Pulp	170	1701	17011	Manufacture of rayon grade pulp
Chemicals	201	2011	20116	Manufacture of basic chemical elements
Textiles	131	1311	13113	Preparation and spinning of wool, including other animal hair and blended wool including other animal hair
Fertilisers	201	2012	20121	Manufacture of Urea and other Fertilisers
Insulators	239	2393	23934	Manufacture of Insulators

8. List three key products/services that the Company manufactures/provides (as in the Balance Sheet) :
 - i) Viscose Staple Fibre
 - ii) Rayon Grade Pulp
 - iii) Caustic Soda & allied Chemicals/ECU (Electro Chemical Unit)
9. Total number of locations where business activity is undertaken by the Company
 - i. Number of International Locations (Provide details of major 5) : On standalone basis, Grasim does not have any manufacturing Unit outside India
 - ii. Number of National Locations : 20 Units, 2 Salt Works, MBDD (Vadodara), Corporate Office, Registered Office and Zonal Sales Offices
10. Markets served by the Company - Local/State/National/International :

Local	State	National	International
✓	✓	✓	✓

Section B: Financial Details of the Company

1. Paid up Capital (INR) : ₹ 131.52 Crore
2. Total Turnover (INR) : ₹ 20,550.43 Crore
3. Total Profit After Taxes (INR) : ₹ 515.30 Crore
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of Profit After Tax (%) : The Company has spent ₹ 47.14 Crore during the FY 2018-19, which is more than 2% of the average Profit after taxes of the Company in the previous three financial years.

5. List of activities in which expenditure in 4 above has been incurred:
- Education
 - Healthcare
 - Environment & Livelihood
 - Rural Development Projects
 - Social Empowerment

Section C: Other Details

- Does the Company have any Subsidiary Company/Companies? : Yes.
- Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s) : The Business Responsibility initiatives of the Company applies to its subsidiaries
- Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%] : Other entity/entities (e.g., suppliers, distributors, etc.) that the Company does business with, do not participate in the Business Responsibility initiatives of the Company.

Section D: BR Information

1. Details of Director/Directors responsible for BR

- a) Details of the Director/Director responsible for implementation of the BR policy/policies

- DIN Number : 02071393
- Name : Mr. Dilip Gaur
- Designation : Managing Director

- b) Details of the BR head

S. No.	Particulars	Details	
1.	DIN Number (if applicable)	-	-
2.	Name	Mr. H. K. Agarwal	Mr. E. R. Raj Narayanan
3.	Designation	Business Head - Fibre Business	Group Executive President & SBU Head – Chlor Alkali and Viscose Filament Yarn
4.	Telephone Number	022 - 67113910	022-61109110
5.	E-mail ID	h.k.agarwal@adityabirla.com	raj.narayanan@adityabirla.com

2 Principle-wise (as per NVGs) BR Policy/policies

- P1** Business should conduct and govern themselves with Ethics, Transparency and Accountability. (Business Ethics)
- P2** Business should provide goods and services that are safe and contribute to sustainability throughout their life circle. (Product Responsibility)
- P3** Business should promote the well-being of all employees. (Wellbeing of Employees)
- P4** Business should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized. (Stakeholder Engagement & CSR)

P5 Business should respect and promote human rights. (Human Rights)

P6 Business should respect, protect and make efforts to restore the environment. (Environment)

P7 Business, when engaged in influencing public and regulatory policy, should do so in a responsible manner. (Public Policy)

P8 Business should support inclusive growth and equitable development. (CSR)

P9 Business should engage with and provide value to their customers and consumers in a responsible manner. (Customer Relations)

a) Details of compliance (Reply in Y/N)

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/policies for...	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national/international standards? If yes, specify? (50 words)	-								
4.	Has the policy being approved by the Board? If yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	View restricted to employees								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to key internal stakeholders. The communication is an on-going process to cover all the internal and external stakeholders.								
8.	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		Internal Auditors of the Company from time to time reviews implementation of these Policies.								

b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The Company has not understood the Principles									
2.	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3.	The Company does not have financial or manpower resources available for the task									
4.	It is planned to be done within next 6 months									
5.	It is planned to be done within the next 1 year									
6.	Any other reason (please specify)									

3. Governance related to BR

- a) **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year**

The Management of the Company periodically assesses the BR performance of the Company.

- b) **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

Business Responsibility Report and Social Report on Inclusive Growth and Synergizing Growth with Responsibility (Sustainable Development) are part of the Annual Report. It is published every year. It is also available on the Company's website www.grasim.com

Section E: Principle-wise Performance

PRINCIPLE 1 - Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

1. **Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/No. Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

The Company's governance structure guides the Company keeping in mind its core values of Integrity, Commitment, Passion, Seamlessness and Speed. The Corporate Principles and the Code of Conduct cover the Company and all its subsidiaries, and are applicable to all the employees of the Company and its subsidiaries.

2. **How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.**

No stakeholder complaints were received during the year on the conduct of business involving ethics, transparency and accountability.

PRINCIPLE 2 - Businesses should provide goods and services that are safe and contribute to sustainability throughout their life circle

1. **List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities:**

The Company is a responsible corporate citizen and is committed to sustainable development and looks at various ways to preserve the environment and manage resources responsibly. Company strategy is aligned with the Aditya Birla Group's Sustainability Vision & Framework. For its 3 major products i.e. Viscose Staple Fibre, Rayon Grade Pulp and Chemicals (Caustic Soda, Chlorine, Hydro Chloric Acid and Sodium Hypo chloride), the Company understands its obligations relating to social and environmental concerns, risks and opportunities associated with their manufacturing. Accordingly, the

Company has devised the manufacturing processes of these products and systems, factoring both social and environmental concerns. The emission control & effluent treatment measures have been incorporated at various stages to keep the emissions & effluents well within the environment norms. The Company has developed three-pronged approach of Environment Protection, Resource Conservation and Social Development. The plants of the Company have various certifications including Environmental Management System (ISO 14001), Occupational Health & Safety Assessment System (OHSAS 18001), Quality Management System (ISO 9001) and Social Accountability (SA 8000).

2. **For each such product, provide the following details in respect of resource use (energy, water, raw material, etc.) per unit of product (optional):**

- a) **Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain:**

The Company has achieved reduction in consumption of water, raw materials and other resources through in-house innovations and replicated best practices across the units including reduction in generation of waste and emissions through continual and focused improvement projects. The Company has worked towards cost optimization, optimization of logistics and reduction in input consumption ratio in the processes and has reduced the consumption of major inputs including energy, water, etc., by adoption of new techniques and alternate methods showing improved results every passing year.

- b) **Reduction during usage by consumers (energy, water) has been achieved since the previous year:**

The Company has diverse consumers base; hence it is not feasible to measure the usage of water, energy by consumers.

3. Does the Company have procedures in place for sustainable sourcing (including transportation)?

If Yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

Yes, the Company has built up highly integrated horizontal and vertical integration processes in its operations. All the major inputs under the Company's control are sourced sustainably. The internal processes and procedures ensure adequate safety during transportation and optimization of logistics, which, in turn, help to mitigate climate change.

With respect to salt procurement, the Company is continuously increasing the sourcing of mechanized washed salt which helps in reduction of sludge generation substantially. The Company is continuously encouraging salt manufacturers to install mechanized salt washery to maximize washed salt production.

Further, we are also putting up Sludge Drying System and Sulphate Removal System in the upcoming years, which will further reduce brine sludge generation as well as handling and disposal.

We have designed transport management system to monitor and ensure safety of our vehicles using GPS. We have developed Suraksha Mobile App which helps customers lodge alarms when they observe any hazard.

4. Has the Company taken any steps to procure goods and services from local and small

producers, including communities surrounding their place of work?

If Yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Yes, the Company fosters local and small suppliers for procurement of goods and services including communities in proximity to its plant locations. First preference is given to local vendors for input material locally available, has also encouraged setting up of many ancillary units around its plants. Training and technical support are being provided to them to improve and build their capability and to educate and raise their standards.

The Company prefers local and small suppliers for procurement of goods and services up to the maximum extent possible. Most recently transportation contracts of two major raw materials were awarded to the transporters belonging to the local community with a condition that they deploy the trucks of local and needy people, especially those who have one or two trucks.

5. Does the Company have a mechanism to recycle products and waste? If Yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so:

The Company believes in 3 R Principles (Reduce, Recycle and Reuse). It recycles products and waste in the range of around 10% at its various locations.

Waste Water Recycling is also being done across all its locations. The Company has installed Reverse Osmosis Plants at various units for treating waste water.

PRINCIPLE 3 - Businesses should promote the well-being of all employees

1. Please indicate the total number of employees : 21,682
2. Please indicate the total number of employees hired on temporary/ contractual/casual basis : 17,543
3. Please indicate the number of permanent women employees : 300
4. Please indicate the number of permanent employees with disabilities : 105
5. Do you have an employee association that is recognised by management : Yes
6. What percentage of your permanent employees is members of this recognised employee association? : Almost, all the workers are members of the recognised employee associations (unions)
7. Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year :

S. No.	Category	No. of Complaints Filed during the Financial Year	No. of Complaints Pending as on end of the Financial Year
1.	Child labour/forced labour/involuntary labour	NIL	NIL
2.	Sexual Harassment	1	NIL
3.	Discriminatory Employment	NIL	NIL

8. What percentage of your under mentioned employees were given safety and skill up-gradation training in the last year?

- | | | |
|---|---|-----------------------|
| (a) Permanent Employees | } | Continuous
Process |
| (b) Permanent Women Employees | | |
| (c) Casual/Temporary/ Contractual Employees | | |
| (d) Employees with Disabilities | | |

Safety is of paramount importance to the Company. All employees of the Company are provided with safety training as part of the induction programme. The safety induction programme is also critical requirement for contract workforce before they are inducted into the system. The Company has a structured safety training agenda on an on-going basis to build a culture of safety across its workforce.

The Company believes in continual learning of its employees and has institutionalized a continual learning model for skill upgradation. The learning and development needs of management cadre employees are met through various training delivery mechanisms.

PRINCIPLE 4 - Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised

1. Has the company mapped its internal and external stakeholders? Yes/No:

Yes, the Company has mapped its internal as well as external stakeholders.

2. Out of the above, has the Company identified the disadvantaged, vulnerable and marginalised stakeholders:

Yes, the Company has identified disadvantaged, vulnerable and marginalised stakeholders through baseline surveys.

3. Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalised stakeholders? If so, provide details thereof, in about 50 words or so:

The Company's endeavours to bring in inclusive growth are channelised through the Aditya Birla Centre for Community Initiatives and Rural Development, of which, the Company's Director, Mrs. Rajashree Birla is the Chairperson.

Several initiatives such as health care, education, infrastructure, watershed management, safe drinking water and sanitation, sustainable livelihood, self-help groups and income generation, etc., are extended to the people living near to the Company's manufacturing units.

The safety of the workers is of utmost importance and a culture of safety is brought in, not just for the Company's employees but also for the other stakeholders.

PRINCIPLE 5 - Businesses should respect and promote Human Rights

1. Does the policy of the Company on Human Rights cover only the Company or extend to the Group / Joint Ventures / Suppliers / Contractors/ NGOs / Others?

The Company has a Human Rights Policy which is also applicable to its subsidiaries.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

No complaints were received in the past financial year.

PRINCIPLE 6 - Business should respect, protect and make efforts to restore the environment

1. Does the policy related to Principle 6 cover only the Company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others:

The Company's Policy on Safety, Health and Environment also extends to its subsidiaries. The Policy covers the whole Group. Common guidelines/ frame work for the Group is being framed by Group Sustainability Cell, incorporating key points from all businesses. Sustainability policy for water, energy, environment, occupational health and safety is adopted and is practised.

2. Does the Company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If Yes, please give hyperlink for webpage, etc.:

Yes, the Company is committed to address issues of global warming and reduction of emissions. The Company regularly adopts new upcoming technologies and various initiatives to minimize carbon footprint and waste generation along with other initiatives for energy reduction by installation of VFDs, retrofitting, redesign processes, installation

of energy efficient equipment's etc. The Company is also working towards natural resource management by water conservation through sewage treatment and rainwater harvesting measures with utmost commitment to restore the environment to its original pristine condition. All environmental issues related to water, air and wastes are addressed and suitable controls/initiatives/measures taken for protecting environment.

3. Does the Company identify and assess potential environmental risks? Y/N:

Yes, the Company follows a structured risk management approach which encompasses identifying potential risks, assessing their potential impact mitigating them through taking timely action and continuous monitoring.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

The Company has undertaken various projects on Clean Development Mechanism (CDM) at its manufacturing Units including

- Use of renewable energy at Harihar Polyfibres by treating Prehydrolysate (PH) Liquour generated there by reducing pollution and produce biogas
- Waste Heat Recovery from all feasible sources through eco- viable technologies at all the manufacturing sites.

5. Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. Y/N. If Yes, please give hyperlink for web page etc.:

Yes, the Company has taken several initiatives on clean technology, energy efficiency, renewable energy, etc.

Clean Technology: Lyocell Fibre Production at Pilot Scale and production commenced at commercial scale.

Energy Efficiency: This is a continuous exercise. Adoption of energy efficient equipment for new projects are installed, better utilisation of waste heat from main plant as well as ancillary units is undertaken.

Renewable Energy: The Company has installed a 20 MW capacity solar power plant in Karwar. The Company is in the process of implementing wind energy in Karwar and Vilayat plant.

Please refer **Annexure 'D'** of the Board's Report of the Annual Report for energy conservation initiatives. The same is also available on Company's website www.grasim.com

6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

Yes, the Emissions/Waste generated by the Company are within the permissible limits given by CPCB/SPCB, and are reported on periodic basis.

7. Number of show-cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on the end of the Financial Year:

No unresolved show cause/legal notices from CPCB/SPCB as on the end of the Financial Year.

PRINCIPLE 7 - Businesses, when engaged in influencing Public and Regulatory Policy, Should do so in a responsible manner

1. Is your Company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

The Company is a Member of

- a. Federation of Indian Chambers of Commerce and Industry
- b. Associated Chambers of Commerce and Industry of India
- c. Confederation of Indian Textile Industry
- d. Association of Man-Made Fibre Industry of India
- e. National Safety Council
- f. The Synthetics Rayon & Textile Export Promotion Council
- g. Federation of Indian Export Organisation
- h. Indian Merchant Chamber
- i. Alkali Manufacturing Association of India
- j. Indian Chemical Council

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if Yes specify the broad areas (Drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others).

Yes, the broad areas are Economic Reforms, Environment and Energy issues, and Water and Sustainable Business Principles.

PRINCIPLE 8 - Businesses should support Inclusive Growth and Equitable Development

1. Does the Company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If Yes details thereof:

Yes, the Company has formulated a well-defined CSR policy, which focuses on the following major areas:

1. Education
2. Health Care
3. Environment and Livelihood
4. Rural Development
5. Social Empowerment

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organisation?

The Company's social projects are carried on under the aegis of the Aditya Birla Centre for Community Initiatives and Rural Development. Collaborative partnerships are formed with the government, district authorities, village panchayats, NGOs and likeminded stakeholders. It also collaborates with District Authorities, Village Panchayats, NGOs and likeminded stakeholders for its CSR initiatives.

3. Have you done any impact assessment of your initiative?

Yes, the Company has conducted impact assessment of its CSR initiatives and has seen positive outcomes and benefits for the people in and around the Company's plants.

4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?

During the year under review, the Company has spent an amount ₹ 47.14 Crore on CSR activities mainly on education, health care, environment and livelihood, rural development projects, Social empowerment, etc., and to bring about social change by advocating and supporting various social campaigns and programmes.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so:

Yes, the Company has taken steps to ensure that the community initiatives benefit the community. Projects evolve out of the felt needs of the communities and they are engaged in the implementation of the welfare driven initiatives, as well. The Communities actively partner with the Company and take ownership of the projects, eventually as its positive outcome benefits them hugely.

PRINCIPLE 9 - Businesses should engage with and provide Value to their Customers and Consumers in a responsible manner

1. What percentage of customer complaints/consumer cases are pending as on the end of the financial year?

The Company has a well-defined system of addressing customer complaints. All complaints are appropriately addressed and resolved.

2. Does the Company display product information on the product label, over and above, what is mandated as per local laws? Yes/No/N.A./Remarks (additional information):

The Company displays product information on the products' label. The Company also has a website which provides information about its products and their usage.

3. Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on the end of the financial year. If so, provide details thereof, in about 50 words or so:

An investigation is being conducted by the Competition Commission of India (CCI) against the Company for alleged abuse of dominance in the VSF business of the Company. The investigation report of DG has been shared with the Company and the Company has filed its response/objections to it. The matter is pending for hearing before CCI.

CCI has imposed penalty on few Chlor-Alkali companies, including the Company for alleged contravention of provisions of section 3(3)(d) of the Competition Act, 2002, in respect of supply of poly aluminium chloride. The Company has appealed before the National Company Law Appellate Tribunal and has obtained a stay in the matter, which is pending for final hearing.

The Company believes that it has not indulged in any such activities and that it has strong cases, in the above matters.

4. Did your Company carry out any consumer survey/consumer satisfaction trends?

Yes, Consumer Satisfaction Surveys are being conducted periodically through an independent agency to assess the consumer satisfaction levels. A strong culture of 'Customer First' being instilled across functions & beyond hierarchies, using various customer centricity projects pan-business.