

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR)

SECTION 4: GENERAL DISCLOSURES



I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Company	L36100MH2010PLC292722
2.	Name of the Company	Borosil Limited
3.	Year of Incorporation	2010
4.	Registered office address	1101, Crescenzo, G-Block, Opp. MCA Club, Bandra Kurla Complex, Bandra (East), Mumbai – 400051
5.	Corporate office address	1101, Crescenzo, G-Block, Opp. MCA Club, Bandra Kurla Complex, Bandra (East), Mumbai – 400051
6.	E-mail	bl.secretarial@borosil.com
7.	Telephone	022-6740 6300
8.	Website	www.borosil.com
9.	Financial year for which reporting is being done	April 01, 2024 – March 31, 2025
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited National Stock Exchange of India Limited
11.	Paid-up Capital	The paid-up capital as on March 31, 2025 - ₹ 11,95,22,990/- consisting of 11,95,22,990 fully paid-up equity shares of ₹ 1/- each Mr. P.K. Kheruka, Chairman Email: bl.secretarial@borosil.com Tel: 022-6740 6300 Address: 1101, Crescenzo, G-Block, Opp. MCA Club, Bandra Kurla Complex, Bandra (East), Mumbai – 400051
12.	Name and contact details (telephone, email, address) of the person for BRSR Reporting	
13.	Reporting boundary	Standalone
14.	Name of assessment/assurance provider	Not Applicable
15.	Type of assessment/assurance obtained	Not Applicable

II. PRODUCT/SERVICES

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

	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Manufacturing	Other manufacturing activities (Business activity code – C13)	47.44%
2.	Trading	Trading- wholesale (Business activity code – G1)	50.31%
3.	Trading	Trading- Retail (Business activity code – G2)	2.25%

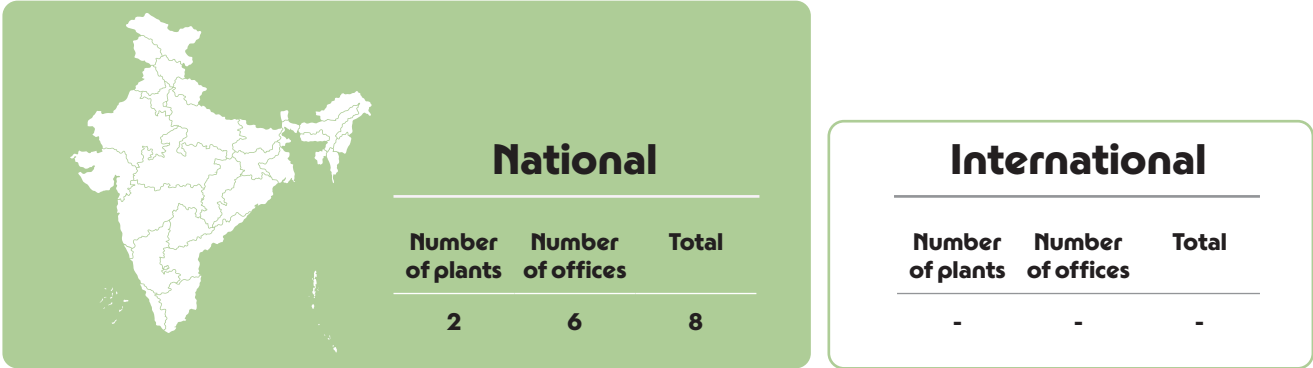
Details of the business activities are in line with those given in Form MGT-7 (Annual Return) prescribed by MCA.

17. Products/Services sold by the entity (accounting for 90% of the turnover):

Sr. No.	Product/Services	NIC Code	% of total turnover contributed
1.	Manufacture of table or kitchen glassware	23105	47.44%
2.	Wholesale of metal, porcelain and glass utensils; crockery and chinaware	46492	50.31%
3.	Retail sale of household utensils and cutlery, crockery, glassware, china and pottery	47592	2.25%

III. OPERATIONS

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



19. Markets served by the entity

a. Number of locations served

S. No.	Number of Locations served	Number
1	National (Number of states)	28 States 8 Union Territories
2	International (Number of countries)	26

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

The total contribution of exports for the financial year amounted to **3.34%** of the entity's turnover, which is equivalent to ₹3,636.87 lakhs.

c. Briefly explain the types of customers

At Borosil, our Consumer Products division offers a diverse portfolio that includes microwavable and flameproof kitchenware, glass tumblers, Hydra insulated flasks and bottles, appliances, storage products, stainless steel cookware, pressure cookers, and Opal dinnerware. We primarily cater to homemakers and the mid-to-upper middle class, aged 25-45 years. Our Hydra flasks and bottles are designed to be gender-neutral, appealing to young students, travelers, and office workers. We distribute our products across India through mom-and-pop crockery stores, large retail formats, e-commerce platforms, and our own website [Borosil](#).

IV. EMPLOYEES

20. Details as at the end of the Financial Year:


a. Employees and workers (including differently abled):

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	642	593	92.36%	49	7.64%
2.	Other than permanent (E)	24	18	75.00%	6	25.00%
3.	Total employees (D+E)	666	611	91.74%	55	8.26%
Workers						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	1651	1163	70.44%	488	29.56%
6.	Total workers (F+G)	1651	1163	70.44%	488	29.56%

b. Differently abled Employees and workers:

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled Employees						
1.	Permanent (D)	-	-	-	-	-
2.	Other than permanent (E)	-	-	-	-	-
3.	Total Differently abled employees (D+E)	-	-	-	-	-
Differently abled Workers						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	3	3	100%	-	-
6.	Total Differently abled workers (F+G)	3	3	100%	-	-

21. Participation/Inclusion/Representation of women

	Total	No. and percentage of Females	
	No. (A)	No. (B)	% (B/A)
 Board of Directors	7	1	14.28%
Key Management Personnel	1	-	-

22. Turnover rate for permanent employees and workers

Category	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	16.90%	17.02%	16.91%	15.14%	17.78%	15.33%	14.00%	10.00%	14.00%
Permanent workers	NA	NA	NA	NA	NA	NA	9.00%	10.00%	9.00%

VI. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

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

Name of the holding/ subsidiary /Associate companies/joint ventures	Is it a holding/Subsidiary /Associate/Joint Venture	% of shares held by listed entity	Does the entity participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
Acalypha Realty Limited	Subsidiary	100%	No

The Company does not have any associate or joint venture company.

VI. CSR DETAILS

24.

a.	Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
b.	If yes, Turnover:	₹ 1,10,776.52 lakhs (as of March 31, 2025)
c.	Net worth:	₹ 72,091.22 lakhs (as of March 31, 2025)

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 (NGBRC) –

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes, all employees are accountable for managing relationships and meeting expectations of internal and external stakeholders within their areas of responsibility. In addition to this, concerns of our stakeholders are addressed by Designated Officers as defined in stakeholder engagement policy Link to the policy: Stakeholder Engagement and Grievance Redressal Policy	-	-	-	-	-	-
Investors (other than Shareholders)		-	-	-	-	-	-
Shareholders		30	-	-	7	-	-
Employees and Workers		-	-	-	-	-	-
Customers		1,61,671	4,850	All pending complaints were closed in April 2025	1,56,339	4,690	All pending complaints were closed in April 2024
Value Chain Partners		-	-	-	-	-	-
Other (please specify)		-	-	-	-	-	-

Complaints are consistently handled by the relevant departments within the Company. The Customer Experience Team in the Consumer Products (CP) division oversees complaints from all distribution channels, including Trade, B2B, and D2C. Customers can contact our service team through various methods such as IVR calls, Chatbot, Email, and Social Media Platforms. A robust ORM Management Tool efficiently manages social media interactions, allowing a dedicated team to respond to customer inquiries in real time. An escalation process is in place to prioritize and quickly resolve any issues. Furthermore, this tool provides real-time sentiment analysis and interaction classification, which are used to refine processes and improve response quality.

Shareholder complaints are promptly addressed by us, either directly or through the Registrar and Transfer Agent. We maintain open communication with stakeholders and actively seek their feedback to continuously enhance our grievance redressal services.

26. Overview of the entity's material responsible business conduct issues

 Risk  Opportunity

S. No.	Material issue identified	Is it 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.	Climate Change	 	We are exposed to the physical and transitional risks associated with climate change. Rising temperatures and extreme weather events have the potential to disrupt our supply chain, affecting both the availability and cost of raw materials, which in turn impacts our production and could lead to product shortages. Additionally, stricter environmental regulations and the growing consumer demand for sustainable products require us to decarbonize our operations and transition to a low-carbon business model to maintain our competitive advantage and market share. Addressing climate change is crucial for us to mitigate financial risks and meet the evolving expectations of our investors, customers, and regulators in an increasingly climate-conscious world.	Our mitigation plan for addressing climate change involves investing in energy-efficient technologies and renewable energy sources to reduce greenhouse gas emissions from our manufacturing processes. We are committed to implementing sustainable sourcing practices to ensure the resilience of our supply chain. Additionally, we will explore the development of eco-friendly products to meet the evolving demands of our consumers. We aim to engage with stakeholders to promote climate awareness and collaborate on initiatives that focus on mitigating climate risks and transitioning towards a low-carbon, sustainable business model.	Negative: Climate change can lead to increased operational costs and disruptions in our supply chain, which may result in production delays, loss of market share, and decreased revenue for us. Positive: By adopting sustainable practices, we can enhance our brand reputation and operational efficiency. This approach may also attract environmentally conscious customers and investors. Furthermore, by developing eco-friendly products, we can open new market opportunities and drive revenue growth, ensuring long-term financial resilience and profitability for our company.
2.	Circular Economy		The shift towards sustainable consumption and production patterns provides us with an opportunity to enhance our brand value and customer loyalty by aligning our operations with circular economy principles. By designing products for longevity, incorporating recycled materials, and embracing circularity, we can foster customer loyalty, reduce costs by optimizing resource use, and drive innovation. This approach can lead to new revenue streams and give us a distinct competitive advantage.	-	Positive: By embracing circularity, we have the potential to enhance our financial performance by attracting eco-conscious consumers who are willing to pay a premium, leading to increased sales and revenue. Through resource optimization, recycling, and efficient design, we can reduce production costs, thereby boosting our profit margins. Our strengthened brand image, resulting from our sustainability efforts, will help cultivate customer loyalty, driving repeat business. Furthermore, the innovation inspired by circular principles can unlock new revenue streams for us.
3.	Water and Effluent Management		Water and effluent management are particularly crucial for us, considering the demographics of our manufacturing operations. The scarcity of water resources increases the risk of operational disruptions and potential damage to our reputation. It is vital for us to implement effective effluent treatment to prevent additional strain on the already fragile ecosystem and to ensure we comply with evolving regulations.	We are committed to mitigating these risks through a comprehensive approach. This includes implementing water conservation measures across our operations, investing in rainwater harvesting systems, exploring the use of recycled water, and adopting advanced effluent treatment technologies to minimize our environmental impact.	Negative: While our current wastewater recycling efforts help reduce our freshwater demand, the high costs associated with advanced treatment for industrial reuse present a financial challenge for us. Balancing our immediate operational needs with long-term sustainability goals requires us to explore cost-effective solutions for managing water usage and effluents effectively.
4.	Energy Efficiency and Management		Energy efficiency and management are central to our sustainability strategy. By optimizing energy consumption across our operations, we aim to achieve substantial cost reductions while contributing to a greener future.	-	Positive: By implementing a diversified energy strategy, which includes adopting renewable energy sources and energy-efficient technologies, we can achieve a dual financial advantage. This approach will enable us to save on power costs and enhance operational stability, ultimately leading to improved profitability and long-term growth for our company.

S. No.	Material issue identified	Is it 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)
5.	GHG Management		Managing greenhouse gas emissions is a crucial concern for us because of the inherent carbon footprint associated with our manufacturing operations, especially as we plan to expand production. Balancing our growth with efforts to reduce emissions is a significant challenge. If we fail to address emissions effectively, it could lead to reputational damage and impact on our long-term sustainability goals.	We plan to leverage innovation and collaboration to address our greenhouse gas emissions. We will implement energy-efficient technologies, work with partners to promote sustainability across the value chain and explore diversified energy sources. Regular monitoring and reporting will ensure transparency and drive continuous improvement.	Negative: If we fail to manage our emissions efficiently, it could negatively affect our financial performance. Additionally, any reputational damage resulting from a perceived lack of environmental responsibility might lead to decreased consumer confidence and a potential loss of market share, ultimately impacting both our revenue and profitability.
6.	Ecosystems and Biodiversity		As a manufacturing company, we understand that our operations inherently interact with the environment. Our ongoing success is intrinsically linked to the health of the ecosystems in which we operate. Any potential degradation of these ecosystems, along with the resulting loss of biodiversity, presents a significant risk to our brand image and the resilience of our operations.	We are committed to preserving the ecological balance and vitality of the environments where we conduct our business. We have established a process of ongoing evaluations to track and understand any potential impacts on the environment surrounding our plants and operational locations. This helps us identify and address any adverse effects on local ecosystems, ensuring that our activities coexist harmoniously with the environment.	Negative: This risk could negatively impact our profitability and overall financial performance due to potential financial penalties for non-compliance with environmental regulations. Additionally, reduced consumer trust might affect our sales, and we could face increased operational costs due to resource scarcity or the need for remediation efforts.
7.	Product Development and Innovation		The consumer products market is transforming, and we're witnessing a shift towards non-toxic and sustainable materials. Customers are increasingly favoring premium, innovative, and aesthetically pleasing products that emphasize functionality. This trend is being driven by rising disposable incomes, evolving lifestyles, and the growth of nuclear families. By capitalizing on these trends through product development and innovation, we can enhance our brand appeal, expand our customer base, and achieve sustainable growth in the long term.	-	Positive: Our focus on product development and innovation can lead to significant financial gains for us. By introducing premium, innovative products, we could command higher prices, thereby increasing our revenue and profit margins. At the same time, by meeting the evolving desires of consumers, we can expand our customer base and strengthen our market presence.
8.	Sustainable Packaging		The growing consumer preference for sustainable products and eco-friendly practices presents a valuable opportunity for us. This shift aligns with global efforts to reduce environmental impact and supports our long-term sustainability goals. Key areas where we can make a positive impact include using recyclable or biodegradable materials, reducing packaging waste, and optimizing logistics to lower carbon emissions.	-	Positive: By implementing sustainable packaging practices, we can reduce packaging costs while potentially increasing sales due to our enhanced brand reputation and stronger customer appeal. This approach can lead to improved profit margins and better overall financial performance for us.
9.	Product Quality		In an increasingly competitive market where consumer expectations for durability, functionality, and aesthetic appeal are constantly rising, our commitment to superior product quality presents a strategic opportunity for us. By actively incorporating feedback from our customers and stakeholders, we can continuously enhance our offerings, exceed expectations, and foster brand loyalty.	-	Positive: By enhancing our product quality, we can increase customer satisfaction and foster brand loyalty, which drives higher sales volumes and improves our pricing power. This translates into revenue growth, expanded profit margins, and ultimately enhanced long-term shareholder value for our company.

S. No.	Material issue identified	Is it 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)
10.	Data Privacy and Cyber Security		In our increasingly interconnected world, where consumer data is a valuable asset, we face inherent risks related to data privacy and cybersecurity. Any breach or mishandling of sensitive customer information could lead to significant financial losses, damage to our reputation, and legal consequences. Additionally, the growing prevalence of cyberattacks constantly threatens our operational continuity and intellectual property.	We implement a robust cybersecurity framework and guidelines to protect customer data.	Positive: By avoiding potential financial losses from data breaches, legal penalties, and reputational damage, we can allocate our resources more efficiently towards growth initiatives and innovation. This approach results in increased profitability and long-term value for all our stakeholders.
11.	Human Rights		Prioritizing human rights offers us a chance to enhance our brand reputation and achieve long-term sustainability. By ensuring fair labor practices and ethical sourcing, we build trust with stakeholders. This approach fosters a positive work environment, helps us attract talent, and reduces operational risks.	-	Positive: By fostering a motivated workforce and maintaining a positive work environment, we can enhance productivity and uphold our ethical organizational values. This approach contributes to improved operational efficiency and cost savings for us.
12.	Health, Safety and Employee Wellbeing		Health and safety risks within our operations are a significant concern for us. Accidents and hazardous exposures can result in disruptions, increased costs, and legal challenges. If we neglect the well-being of our employees, it impacts morale, productivity, and turnover, ultimately affecting our financial performance and brand reputation.	Building a safe and healthy workplace is essential for our sustained success. We mitigate these risks through rigorous safety protocols, comprehensive employee training, and proactive health and wellness initiatives. By conducting regular safety audits and risk assessments, we can identify potential hazards and implement preventive measures. Fostering a culture of safety and well-being helps us create a more engaged and productive workforce.	Negative: Health and safety issues can result in increased costs for us due to accidents, compensation, and legal fees. Operational disruptions from absenteeism and low productivity can impact our output and sales. Additionally, reputational damage and difficulty in attracting talent further hinder our financial performance.
13.	Code of Conduct		By actively promoting adherence to our code of conduct, we can strengthen our relationships with all the stakeholders. This reflects our commitment to ethical practices, transparency, and accountability, reinforcing our reputation as a trustworthy and values driven leader in the market.	-	Positive: We recognize the strong correlation between ethical practices and performance. By adhering to our code of conduct, we can improve our company's ESG ratings, potentially attracting investment from socially responsible funds. Increased trust enhances our relationships with stakeholders, leading to operational efficiencies and opportunities for market expansion.
14.	Labor Management		Labor management issues present a significant risk for us. Disputes, strikes, or high turnover rates can disrupt our operations, resulting in production delays, increased costs, and potential harm to our brand reputation. Maintaining a skilled and motivated workforce is essential for our continued success, and any labor-related challenges can directly affect our financial performance.	We mitigate labor management risks by fostering a positive work environment, encouraging open communication, and offering competitive compensation and benefits packages. We invest in the development and training of our employees and workers to enhance their skills and job satisfaction.	Negative: We face challenges in labor management that could negatively impact our financial performance. Events like strikes or high employee turnover may lead to decreased productivity, increased operational expenses, and potential legal liabilities. These issues could affect our sales and reduce investor confidence, further jeopardizing our financial stability.

S. No.	Material issue identified	Is it 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)
15.	Diversity, Equity and Inclusion		A homogeneous workforce can hinder our innovation and growth, limiting our ability to adapt to changing market trends. It can also make it challenging for us to attract and retain top talent, resulting in a less skilled and disengaged workforce.	-	Positive: Our strong commitment to Diversity, Equity, and Inclusion (DE&I) can positively impact our financial performance. By fostering a diverse and inclusive workplace, we can attract and retain top talent, leading to increased innovation and productivity.
16.	Talent Development, Attraction, Engagement and Retention		In the competitive landscape of our industry, we face a significant risk in managing talent. Our ability to attract, develop, engage, and retain skilled employees is crucial for maintaining a competitive edge. If we fail to do so, we could end up with a less capable workforce, which would hinder our innovation, productivity, and overall business growth. To ensure our continued success, we must prioritize talent management strategies to build a skilled and engaged workforce capable of driving us forward.	We mitigate these risks through a multifaceted approach. This includes offering competitive salaries and benefits packages, implementing robust employee development and training programs, and fostering a positive and inclusive work culture. Additionally, we prioritize transparent communication and recognition programs to enhance employee engagement and retention.	Positive: Our effective talent management directly contributes to our financial success. With a skilled and engaged workforce, we experience increased productivity, innovation, and improved customer satisfaction. These factors help drive improvements in our top line and bottom line.
17.	Customer Relations		Customer relations are paramount for us as they align with our vision of becoming the most customer-centric company in the world. By nurturing positive connections with our customers through exceptional service and personalized experiences, we create powerful opportunities. This approach fosters brand loyalty, encourages repeat business, and generates positive word-of-mouth.	-	Positive: Our strong customer relations directly contribute to our financial success. By fostering increased brand loyalty and encouraging repeat business, we drive revenue growth and expand our market share. Positive word-of-mouth recommendations serve as organic marketing for us, effectively reducing our customer acquisition costs.
18.	Regulatory Issues and Compliance		We recognize that operating within legal and regulatory frameworks is not just an obligation for us, but a cornerstone of our business strategy. By upholding these standards, we safeguard our financial stability and ensure uninterrupted operations. Prioritizing compliance allows us to build credibility with stakeholders, protect our brand reputation, and demonstrate our commitment to responsible business practices.	We mitigate regulatory and compliance risks through a robust compliance program. This involves conducting regular internal audits, providing comprehensive employee training on relevant laws and regulations, and proactively engaging with regulatory bodies. We have established communication channels that allow for the reporting of potential compliance concerns, ensuring swift and effective corrective action.	Negative: Non-compliance with regulations can significantly affect our financial health. We could face substantial fines and penalties, engage in expensive legal disputes, and experience production disruptions that result in lost revenue. Furthermore, damage to our reputation may diminish consumer trust and investor confidence, ultimately impeding our growth and profitability.
19.	Supply Chain Management		The effective management of our supply chain is crucial for us to mitigate risks related to raw material costs and availability, supplier reliability, and logistics efficiency. We must actively address product quality, workplace safety, environmental impacts, and social issues like human rights and fair compensation within our supply chain.	We mitigate supply chain risks by diversifying our suppliers and reducing our reliance on imports. By strengthening our supplier relationships and establishing contingency plans, we can better manage disruptions. We enforce strict quality control, workplace safety, and compliance with environmental and social standards. Through regular audits and continuous monitoring, we ensure adherence to these measures.	Negative: Interruptions or disruptions in our supply chain can lead to production delays and increased operational costs, which may directly negatively impact our financial performance.

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. These are briefly as below:

- P1

Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent, and accountable
- P2

Businesses should provide goods and services in a manner that is sustainable and safe
- P3

Businesses should respect and promote the well-being of all employees, including those in their value chains
- P4

Businesses should respect the interests of and be responsive to all its stakeholders
- P5

Businesses should respect and promote human rights
- P6

Businesses should respect and make efforts to protect and restore the environment
- P7

Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
- P8

Businesses should promote inclusive growth and equitable development
- P9

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

1. Policy and Management processes

Sr. No.	Points	P1	P2	P3	P4	P5	P6	P7	P8	P9
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
1.(b)	Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1.(c)	Web Link of the Policies, if available	1. Code of Business Ethics 2. Code of Conduct 3. Whistle Blower Policy 4. Environment, Health and Safety Policy 5. ESG Policy 6. Employee Welfare Policy 7. Prevention of Sexual Harassment Policy 8. Stakeholder Engagement and Grievance Redressal Policy 9. Policy on Grievance Redressal 10. CSR Policy 11. Human Rights Policy 12. Responsible Marketing Policy 13. Policy Relating to Appointment and Remuneration for Directors and Key Managerial Personnel 14. Sustainable Supply Chain Policy 15. Anti-Bribery and Anti-Corruption Policy 16. Equal Opportunity Policy 17. Board Diversity Policy 18. Data Privacy Policy								
2.	Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Sr. No.	Points	P1	P2	P3	P4	P5	P6	P7	P8	P9	
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, we expect our value chain partners to adhere to the following policies in all their dealings: <ul style="list-style-type: none">Code of ConductWhistle Blower PolicyEnvironment, Health and Safety PolicyESG PolicyPrevention of Sexual Harassment PolicyHuman Rights PolicyResponsible Marketing PolicySustainable Supply Chain PolicyAnti-Bribery and Anti-Corruption PolicyEqual Opportunity PolicyData Privacy PolicyStakeholder Engagement and Grievance Redressal Policy									
4.	Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	P3 <ul style="list-style-type: none">SA 8000:2014 (Social Accountability) CertifiedSaber Certification for entry of consumer goods to the Saudi market P6 <ul style="list-style-type: none">Silver medal in India Green Manufacturing challenge FY 2020-21 recognized by International Research Institute of Manufacturing P8 <ul style="list-style-type: none">National Award for Manufacturing competitiveness FY 2023-24 recognized by International Research Institute of Manufacturing P9 <ul style="list-style-type: none">ISO 9001-2015 Quality Management System (QMS) certified									

Sr. No.	Points	P1	P2	P3	P4	P5	P6	P7	P8	P9
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Environment: <ul style="list-style-type: none">Carbon neutral (at operational sites) by 2040Increase water recycling to 11% over baseline of FY 2022-23 by FY 2025-26We are also in the process of setting targets and baselines for additional installed furnaces in the coming years Social: <ul style="list-style-type: none">To maintain the gender diversity of 23.24% (permanent plus contractual staff) year on year Governance: <ul style="list-style-type: none">Create a module for assessing adherence to the Code of Conduct and initiate the collection and monitoring of data regarding violations of the CodeEstablish an Ombudsman Office and expand its jurisdiction to encompass matters involving suppliers and customers								
6.	Performance of the entity against specific commitments, goals and targets along-with reasons in case the same are not met.	Environment: <ul style="list-style-type: none">Achieved full efficiency of our Zero Liquid Discharge Plant making water recycling to 100% Social: <ul style="list-style-type: none">Achieved a gender diversity of 23.45% for FY 2024-25 including permanent and contractual staff Governance: <p>The organization issued a new policy with several initiatives to enhance adherence to the Code of Conduct and ensure comprehensive training for all employees.</p> <ul style="list-style-type: none">A series of nine training sessions on the Code of Conduct was conducted, targeting 247 employees for FY 2024-25Furthermore, 24 informational mailers, referred to as Learning Bytes, have been disseminated to the entire workforceEfforts are underway to transform these training sessions into an e-learning module to achieve complete participation.Assessment modules have been implemented to reinforce compliance, and employees who score below 70.00% will be required to undergo additional trainingThe organization is actively monitoring instances of Code of Conduct violations, with no breaches reported thus far <p>In addition, Mr. Mandar Chandrachud has been appointed as the Ombudsman effective July 26, 2024. He can be contacted for relevant concerns via his official communication channel: ombudsman.bl@borosil.com.</p>								

Governance, leadership and oversight

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

At Borosil Limited, we perceive ourselves as more than a mere glassware manufacturing company; we are devoted to integrating glass into the daily lives of our consumers. Established decades ago, Borosil has grown into a prominent name in the glass industry, known for its pioneering spirit and relentless innovation. Our dedication to customer-centricity goes hand-in-hand with our unwavering commitment to sustainability. Glass, the very cornerstone of our manufacturing process, is a recyclable material made from naturally abundant resources, reflecting our ethos of environmental responsibility.

Over the years, we have made substantial investments in energy-efficient technologies, sustainable packaging solutions, and responsible sourcing practices. These efforts underscore our commitment to reducing our carbon footprint while enhancing the quality of life for present and future generations. In pursuit of carbon neutrality, we have encountered challenges such as transitioning to renewable energy sources and optimizing our supply chain for reduced emissions. Nonetheless, we remain steadfast in our resolve to achieve these targets through continued innovation and collaboration.

We believe that Environmental, Social, and Governance (ESG) principles are not just compliance regulations but are an integral part of our foundational values and business philosophies. Our ESG initiatives also prioritize gender diversity and ethical business practices, striving to create an inclusive and fair workplace that mirrors our commitment to societal progress. While achieving these goals

poses challenges, such as overcoming existing workplace biases and ensuring comprehensive policy implementation, we are driven by the desire to create a significant impact within the communities we serve through initiatives that span sports, art and culture, healthcare, environmental sustainability, education, and skill development.

Guided by an unwavering dedication to transparency, ethical practices, and robust corporate governance, Borosil views its ESG journey as an ongoing endeavor. This journey is deeply rooted in purpose and propelled by a vision to nurture lasting positive change for society and the environment alike. As we continue to expand our legacy, we remain committed to upholding the highest standards of integrity and excellence, ensuring that our glassware not only enhances everyday life but also contributes to a greater cause. Through innovation and responsible practices, Borosil Limited aspires to set benchmarks that inspire others to follow in our footsteps, fostering a brighter, more sustainable future for all.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).

All corporate policies, including the Business Responsibility (BR) Policies, are integrated into the daily operations of the Company and are executed by management at every level. The ultimate responsibility for implementing the Company’s BR policies lies with Mr. P. K. Kheruka, the Chairman.

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.

Our CSR committee, which operates at the board level, is tasked with reviewing our ESG Policy and driving our sustainability initiatives.

10. Details of Review of NGRBCs by the Company.

Subject for Review	a. Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee									b. 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										All the NGRBC policies are reviewed by Managing Director/CSR Committee/ Board.									The policy review is conducted on a need basis.
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances										The respective departments issue Compliance Certificates on applicable laws, which are then formally recorded by the Board of Directors.									The policy review is conducted on a quarterly basis.

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

P1	P2	P3	P4	P5	P6	P7	P8	P9
No. However, we internally evaluate the policies, and they undergo periodic reviews.								

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

Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
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 programs on any of the Principles during the financial year

S. No.	Segment	Total number of training and awareness programs held	Topics/Principles covered under the training	% age of people in respective category covered by the awareness programs
1.	Board of Directors	2	Market and Customer Insights, Sales Strategies and Execution, Customer Experience and Feedback, Innovation and Growth Opportunities, Strategy, Health, Safety, and Environment, People and Workforce, Supply Chain and Inventory Management	50.00%
2.	Key Managerial Personnel	2	Market and Customer Insights, Sales Strategies and Execution, Customer Experience and Feedback, Innovation and Growth Opportunities, Strategy and People and Workforce, Supply Chain and Inventory Management Leading Together – Power of Teams	100%
3.	Employees other than BOD and KMPs	9	Honest and Ethical Conduct, Transparent Communications and Integrity	30.20%
4.	Workers	5		3.33%

2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by its directors/KMPs) with regulators/law enforcement agencies/judicial institutions in the financial year in the following format

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

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

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

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

4. Does the entity have an Anti-Corruption Policy or Anti-Bribery Policy? If yes, provide details in brief and if available, provide a link to the policy.

Yes, we strictly enforce a zero-tolerance approach to any form of bribery or corruption through our Anti-Bribery and Anti-Corruption Policy. This Policy provides clear guidance on recognizing and addressing these issues, ensuring that we conduct ourselves with professionalism, fairness, and the utmost integrity in all business dealings. It also details our stance on facilitation payments, gifts, political contributions, and related matters. The full Policy can be accessed on our website at [Anti-Bribery and Anti-Corruption Policy](#).

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

Sr. No.	Segment	FY 2024-25	FY 2023-24
1.	Directors	NIL	NIL
2.	Key Managerial Personnel	NIL	NIL
3.	Employees	NIL	NIL
4.	Workers	NIL	NIL

6. Details of complaints with regard to conflict of interest

Sr. No.	Segment	FY 2024-25		FY 2023-24	
		Number	Remarks	Number	Remarks
1.	Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
2.	Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	NIL

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

Not Applicable

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



9. Open-ness of business

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

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from the top 10 trading houses as % of total purchases from trading houses.	-	-
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	-	-
	b. Number of dealers/distributors to whom sales are made	-	-
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	-	-
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	9.32%	11.24%
	b. Sales (Sales to related parties/Total Sales)	0.04%	0.04%
	c. Loans and advances (Loans and advances given to related parties/Total loans and advances)	-	-
	d. Investments (Investments in related parties/Total Investments made)	0.11%	0.06%

The Company is selling its various products through multiple channels which includes a mix of direct selling as well as through various intermediaries. We are in process of identifying and appropriately categorizing these intermediaries and shall disclose these details in the following years.

LEADERSHIP INDICATORS

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

Total number of awareness programs held	Topics/principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programs
We are in process of streamlining the delivery of ESG awareness programs for our value chain partners.		

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. We have established policies such as our Code of Conduct for Directors and Senior Management and our Policy on Related Party Transactions to prevent and manage conflicts of interest. We require all directors to disclose their interests, including directorships, shareholdings, and committee positions in any entity, partnership firms, or corporations. When a transaction or arrangement is proposed involving any such parties, only disinterested members of our Board consider and vote on the proposal, while the interested directors abstain from voting on these matters. Additionally, related party transactions are reviewed and approved by the Independent Directors forming part of the Audit Committee.

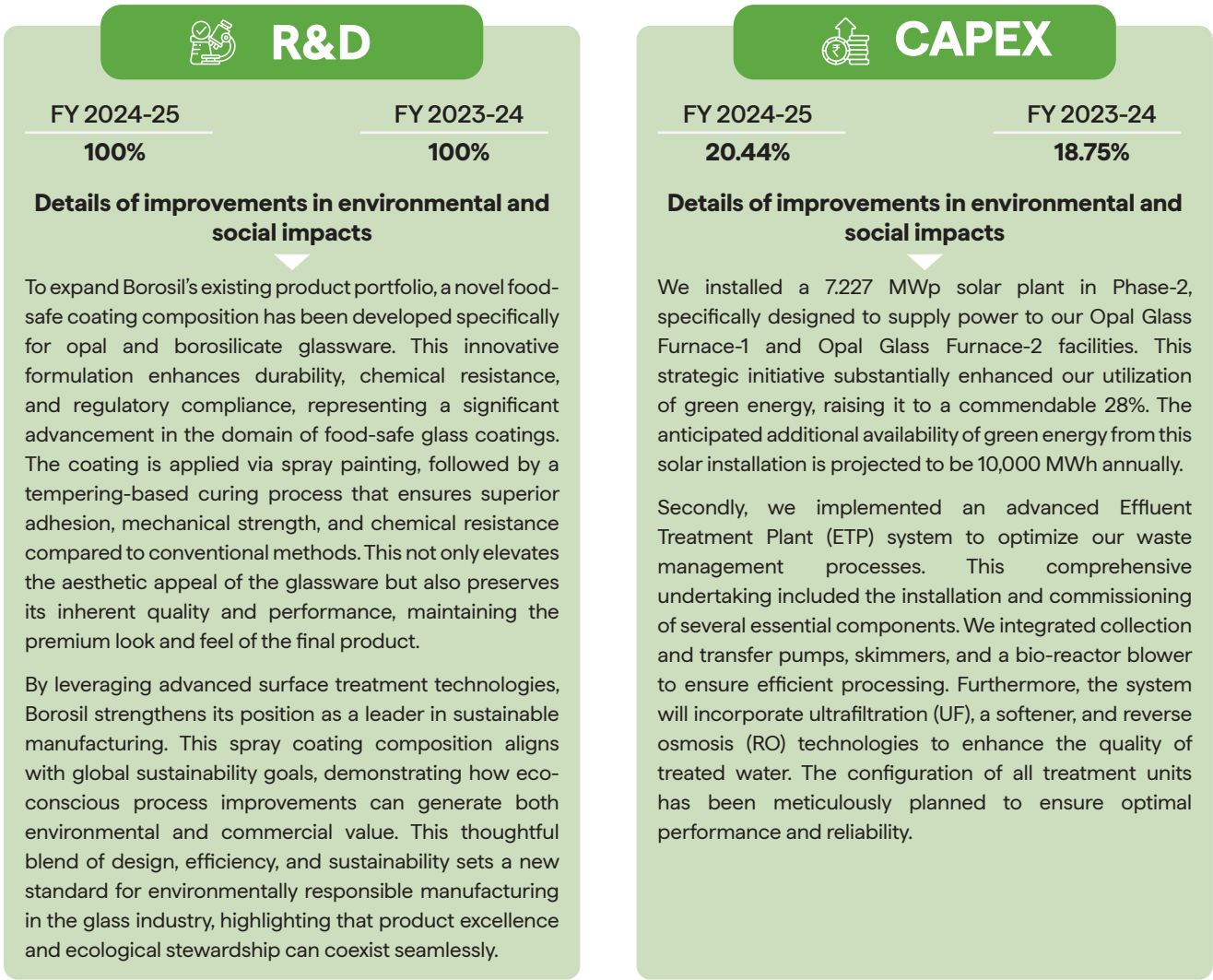
Principle 2

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



ESSENTIAL INDICATORS

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



2.

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

Our company has established procedures for sustainable sourcing, reflecting our firm commitment to promoting sustainability throughout our supply chain. Our sourcing policy is grounded in the principles of ethics, transparency, and governance, setting strict standards for environmental stewardship, occupational health and safety, and ethical conduct. We encourage our suppliers to adhere to our Supplier Code of Conduct, advocating for sustainable practices in every aspect of operations.

To ensure the sustainable sourcing of raw materials, we implement comprehensive measures. Imports are conducted solely through registered vendors, with rigorous inspection protocols both at the point of dispatch and upon arrival at our plant, ensuring compliance with specified contract requirements. To reduce reliance on imports, we have created a local procurement supply chain, prioritizing raw materials from Indian manufacturers and maintaining stringent contracts and quality inspections to uphold our desired product standards. Our transportation logistics are optimized through effective inventory management, adopting preferential procurement practices to minimize our transportation footprint.

We enforce contracts and Codes of Conduct (COC) to prohibit child labor, forced labor, and other human rights violations within the supply chain, aligning with Borosil Limited's Supplier Code of Conduct, which emphasizes environmental, social, and ethical guidelines. For more details, please refer to our [Sustainable Supply Chain Policy](#).

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

In FY 2024-25, we sourced **43.94%** of our input from MSME companies. Our major goods and services come from licensed and regulated vendors with whom we maintain long-term relationships.

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

At Borosil Limited, we are committed to adopting sustainable waste management practices that underscore our dedication to environmental responsibility and resource conservation. Our waste management policy outlines a comprehensive strategy for addressing the various types of waste generated through our operations. These initiatives are crafted to minimize our environmental footprint, conserve resources, and support a cleaner environment. We are focused on continually improving our waste management processes, constantly seeking innovative methods to achieve our goals. Our Waste Management Policy includes key elements such as:

- a. Waste Reduction at Source
- b. Effective Waste Segregation at Scrap Yard Designated Areas
- c. Establishing Recycling Partnerships with Authorized Recyclers
- d. Adopting Composting for Wet Waste Treatment
- e. Adherence to Regulatory Compliances

Product	Process to safely reclaim the product
Plastics (Including packaging)	We securely store and transport all of our plastic waste, ensuring that it is sent to recyclers for proper recycling.
E- Waste	We store all e-waste in designated areas and ensure it is disposed of through authorized e-waste recyclers, in compliance with e-waste guidelines. To monitor and ensure the proper handling and processing of e-waste, we maintain detailed E-waste Generation and Disposal Records (Form 2 and 3).
Hazardous Waste	<p>We store hazardous waste in designated, isolated, and covered areas. Used liquid oil is kept in sealed containers with secondary containment to prevent spills. We label the waste according to statutory requirements and ensure disposal occurs within 90 days of generation, following strict guidelines. Our personnel handling hazardous waste are equipped with proper Personal Protective Equipment (PPE), and we maintain stringent supervision throughout the storage and handling processes.</p> <p>We ensure that waste is transported solely by authorized handlers who have been approved by State Pollution Control Boards, and we use vehicles that meet the necessary approvals. We diligently maintain comprehensive records, including manifests and disposal authorizations, to comply with statutory guidelines. The types of hazardous waste we generate include used oil (Category-5.1), waste or residues containing oil (Category-5.2), and ETP sludge (Category-35.3).</p>
Other Waste	<p>Our waste management initiatives include:</p> <ul style="list-style-type: none">Achieving 100% utilization of broken or waste glass (culets) by reintegrating them into our manufacturing process, thereby maintaining a zero-waste glass manufacturing facility.Effectively managing and disposing of wet waste from our kitchens and gardens through systems like composting facilities, converting waste into manure.Carefully segregating, storing, and disposing of biomedical waste at our plants in line with regulatory guidelines to ensure safety and environmental compliance.Selling the waste generated at all our plants to registered recyclers approved by relevant government authorities, ensuring responsible recycling and disposal.Continuously working towards integrating circular economy principles by minimizing waste, reusing materials, and ensuring that resources remain in use for as long as possible.

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

Yes. Extended Producer Responsibility (EPR) is applicable to our business, and we have implemented a suitable waste management plan to meet EPR targets. We have secured EPR authorization for plastic waste from the Central Pollution Control Board (CPCB) in accordance with the Plastic Waste Management Rules, 2016 (as amended) and to produce electrical and electronic equipment under the E-Waste (Management) Rules, 2022.

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?

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
We have not conducted LCA for any of the products in this financial year. However, we plan to conduct LCA for some of its products in the coming financial years.					

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

Name of Product/Service	Description of the risk/concern Action Taken	Description of the risk/concern Action Taken
Not Applicable		

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25	FY 2023-24
Recycle	NA	NA
Reused Culet	19.49%	19.36%

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tons) reused, recycled, and safely disposed, as per the following format:

	FY 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	161.62	-	-	138.30	-
E-waste	-	0.39	-	-	-	-
Hazardous waste	-	0.16	39.65	-	-	5.58
Other Waste	-	2,860.37	-	-	2,362.18	-

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
Plastic Packaging Material	100%

Principle 3

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



ESSENTIAL INDICATORS

1.

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (B)	% (B/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	593	593	100%	593	100%	-	-	-	-	593	100%
Female	49	49	100%	49	100%	49	100%	-	-	49	100%
Total	642	642	100%	642	100%	49	7.63%	-	-	642	100%
Other than Permanent Employees											
Male	18	14	77.78%	14	77.78%	-	-	-	-	18	100%
Female	6	5	83.33%	5	83.33%	6	100%	-	-	6	100%
Total	24	19	79.17%	19	79.17%	6	25.00%	-	-	24	100%

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (B)	% (B/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent Workers											
Male	1163	1163	100%	1163	100%	NA	NA	-	-	1163	100%
Female	488	488	100%	488	100%	488	100%	NA	NA	488	100%
Total	1651	1651	100%	1651	100%	488	29.56%	NA	NA	1651	100%

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

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the Company	0.08%	0.08%

2. Details of retirement benefits for Current and Previous FY

Sr. No.	Benefits	FY 2024-25			FY 2023-24		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
1.	PF	100%	100%	Yes	100%	NA	Yes
2.	Gratuity	100%	100%	Yes	100%	NA	Yes
3.	ESI	0.20%	100%	Yes	1.0%	NA	Yes
4.	Superannuation	1.90%	NA	Yes	0.00%	NA	NA
5.	NPS	4.80%	NA	Yes	0.00%	NA	NA

Only permanent employees are covered under Retirement benefits. Fixed period trainees, retainers and other than permanent workers are not included in the retirement benefits.

3. Accessibility of workplaces - Are the premises/offices of the entity accessible to differently abled employees, 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.

Our facilities are easily accessible to employees with disabilities. Additionally, we are consistently striving to enhance its infrastructure to be more accommodating for individuals with disabilities.

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.

We are committed to providing equal opportunities without any discrimination on the grounds of age, color, disability, origin, nationality, religion, race, gender, or sexual orientation and will not engage in any kind of verbal or physical harassment based on any of the above or any other reason. Read more about our Company's policy at [Equal Opportunity Policy](#).

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

Gender	Permanent Employees*		Permanent Workers	
	Return to work Rate (%)	Retention Rate (%)	Return to work Rate (%)	Retention Rate (%)
Male	NA	NA	NA	NA
Female	100%	100%	NA	NA
Total	100%	100%	NA	NA

*No employees took parental leaves in FY 2024-25.

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

Gender		
1.	Permanent workers	Borosil offers a Grievance Redressal Procedure accessible to its employees and workers. Details about the grievance redressal point of contact are outlined in the stakeholder engagement policy. The procedure aims to facilitate open and structured discussions regarding employees' work-related issues, ensuring fair and equitable handling in line with the Company's policies. Borosil promotes open-door practices that support the amicable and fair resolution of grievances. Employees are encouraged to first address their concerns with their immediate supervisor and seek a resolution before resorting to the formal grievance redressal process. The framework includes a Grievance Redressal Committee and a Grievance Tracker.
2.	Other than Permanent Workers	
3.	Permanent Employees	
4.	Other than Permanent Employees	

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

Category	FY 2024-25			FY 2023-24		
	Total employees/workers in respective categories (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)
Permanent Employees						
Total	642	-	-	600	-	-
Male	593	-	-	555	-	-
Female	49	-	-	45	-	-
Permanent Workers						
Total	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees

Category	FY 2024-25					FY 2023-24				
	Total	On Health and safety measures		On Skill upgradation		Total	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	611	417	68.25%	495	81.01%	572	116	20.27%	455	79.54%
Female	55	44	80.00%	43	78.18%	52	29	55.77%	38	73.07%
Total	666	461	69.21%	538	80.78%	624	145	23.23%	493	79.00%

Category	FY 2024-25					FY 2023-24				
	Total	On Health and safety measures		On Skill upgradation		Total	On Health and safety measures		On Skill upgradation	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Workers										
Male	1163	622	53.48%	365	31.38%	1,353	30	2.21%	17	1.26%
Female	488	118	24.18%	19	3.89%	469	22	4.69%	306	65.24%
Total	1651	740	44.84%	384	23.25%	1822	52	2.85%	323	17.72%

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Employees*						
Male	593	549	92.58%	555	370	66.67%
Female	49	42	85.71%	45	30	66.67%
Total	642	591	92.05%	600	400	66.67%
Workers*						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

*We do not conduct performance evaluations for Other than Permanent Employees or any category of workers.

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 of such a system?

We have implemented an occupational health and safety management system across all our facilities, which are certified with ISO standards for both Occupational Health and Safety Management and Environmental Management Systems. Fire safety measures, including fire and smoke detectors, fire extinguishers, and sprinkler systems, are installed at each of our plants. These installations undergo regular maintenance, supported by service contracts. To enhance fire safety awareness, we routinely conduct fire drills. We test our drinking water biannually using certified laboratories, while air quality assessments are performed annually. Each of our plants is equipped with a first aid kit to address medical needs, and we have wheelchairs and foldable stretchers available for emergencies. Emergency contact information, such as police, ambulance, hospitals, and building management, is prominently displayed at every workstation.

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

We adopt a structured and proactive approach to identify work-related hazards and assess risks for both routine and non-routine activities. Our key processes include:

- Hazard Identification and Risk Assessment (HIRA):** We conduct formal risk assessments periodically, where we identify hazards, evaluate the likelihood and severity of risks, and implement appropriate control measures.

- **Workplace Inspections and Safety Walks:** Our EHS team and safety committee members regularly carry out site inspections and safety observations to identify unsafe conditions or behaviors in real-time.
- **Permit-to-Work (PTW) System:** For high-risk non-routine activities such as hot work, confined space entry, working at heights, and chemical unloading, we utilize a PTW system. This ensures thorough risk evaluation, proper authorization, and clear communication of safety requirements before work begins.
- **Employee Reporting and Feedback Mechanism:** We encourage our workers to report unsafe conditions, near misses, and potential hazards through a structured system. We analyze these reports and take appropriate measures to prevent recurrence.
- **Incident Investigation:** We thoroughly investigate all incidents and near misses to identify root causes and any underlying or hidden hazards. We use the findings to strengthen our hazard identification and risk assessment processes.
- **Toolbox Talks:** Before starting work, especially for non-routine or high-risk tasks, we conduct toolbox talks to discuss job-specific hazards and the necessary precautions with our team.

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

We have established processes that empower our workers to report work-related hazards and remove themselves from situations involving imminent risk. Our key processes include:

- **Hazard Reporting Mechanism:** Our workers can report unsafe conditions, near misses, and potential hazards through multiple channels, such as email, WhatsApp messages, or directly to our EHS team. We promptly review these reports and take appropriate corrective actions.
- **Stop-Work Authority (SWA):** We empower our workers with the right to stop work immediately if they perceive any unsafe condition or imminent danger to themselves or others. This authority applies to both routine and non-routine tasks, and no disciplinary action is taken against workers for exercising this right in good faith.
- **Training and Awareness:** We conduct regular training sessions to educate our workers about recognizing hazards, how to report them, and the procedure to follow if they need to withdraw from a risky situation. We also ensure that our employees are informed about their rights related to workplace safety.
- **Follow-Up and Corrective Action:** We log, investigate, and address all reported hazards within defined timelines. We keep our workers informed of the actions taken, ensuring transparency and building trust in the system.

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

We ensure that our employees have access to non-occupational medical and healthcare services, providing a comprehensive range of healthcare options beyond just occupational health requirements. Our offerings include:

- **General Health Check-ups:** We organize periodic medical camps and health screenings to monitor the overall well-being of our employees. Primary Healthcare Access: We provide on-site or partner medical facilities to address common illnesses, consultations, and treatments.
- **Emergency Medical Support:** Our first-aid centers and emergency response systems are set up to manage sudden health issues, whether work-related or not.
- **Employee Wellness Programs:** We offer initiatives such as stress management sessions, mental health awareness programs, lifestyle counseling, and fitness activities to promote overall wellness.
- **Health Insurance Coverage:** Our group medical insurance policies typically cover not only occupational injuries but also personal illnesses, hospitalizations, and care for dependents.
- **Family Care Services:** Depending on our company’s policy, we may provide access to healthcare services for employees’ families.

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

Sr. No.	Safety Incident/Number	Category	FY 2024-25	FY 2023-24
1.	Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.92	-
		Workers	-	0.18
2.	Total recordable work-related injuries	Employees	1	-
		Workers	-	1
3.	No. of fatalities	Employees	-	-
		Workers	-	-
4.	High consequence work-related injury or ill health (excluding fatalities)	Employees	-	-
		Workers	-	-

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

At our company, we prioritize ensuring a safe and healthy work environment through various measures:

- Training and Education:** We provide our employees with regular education on workplace risks and hazards, teaching them how to mitigate these risks through ongoing training programs.
- Safety Inspections and Audits:** We conduct routine safety audits and inspections to prevent accidents.
- Personal Protective Equipment (PPE):** We supply our employees with PPE such as helmets, gloves, safety glasses, or respirators tailored to the nature of their work to ensure adequate protection.
- Hazard Control Strategies:** We employ a Hierarchy of Control Strategy to manage workplace hazards, including:
 - Elimination
 - Substitution
 - Engineering Controls
 - Administrative Controls
 - Personal Protective Equipment
- External Safety Audits:** Regular safety audits by external agencies are integral to maintaining a safe manufacturing environment. We conduct audits per IS 14489:2018 every two years, along with Fire Safety Audits, HAZOP, and Risk Assessments.
- HIRA/JSA/On-the-Job Training:** We use HIRA (Hazard Identification and Risk Assessment) to identify hazards and assess the intensity of risks, followed by creating mitigation plans. Periodic reviews and on-the-job training enhance our employees’ awareness of operational hazards and safety measures.
- Work Permit System:** We implement the Permit to Work (PTW) system to ensure worker safety during hazardous and non-standard operations. Various permits are issued for activities such as work at height, hot work, and confined space work, monitored by our process owners, maintenance, and EHS departments.
- HAZOP Studies:** We conduct HAZOP studies to identify potential hazardous situations, assess vulnerable zones, and suggest mitigation measures.

Additionally, we have formed a dedicated plant safety committee, regularly conducted mock drills, and organized motivational programs like National Safety Week celebrations to promote safety awareness among our employees.

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

Category	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Condition	2	-	NA	-	-	-
Health and Safety	30	-	NA	-	-	-

14. Assessments for the year



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 and safety practices and working conditions.

We are committed to continuously improving workplace safety and have implemented several corrective and preventive actions based on incident investigations and periodic assessments:

- Root Cause Analysis and Incident Investigation:** We conduct thorough investigations of all reported safety-related incidents, including near-miss cases. Through root cause analysis (RCA), we identify gaps and develop action plans to address them.
- Implementation of Engineering Controls:** We have modified high-risk equipment and workstations by installing safety guards, alarms, and improved ventilation systems in areas of concern.
- Policy and SOP Revisions:** We have updated our Standard Operating Procedures (SOPs) and safety policies to incorporate learnings from recent incidents. We have introduced new safety protocols for high-risk activities.
- Focused Safety Training and Awareness Drives:** We conducted targeted training programs for departments with higher incident rates. Refresher sessions and awareness campaigns on hazard identification and safe work practices were organized.
- Emergency Preparedness Enhancement:** We improved our emergency response systems by updating evacuation plans, enhancing communication systems, and adding fire and spill containment equipment.
- Health Monitoring and Assessments:** Periodic health check-up sessions were introduced in response to workforce wellness concerns based on assessments.
- Strengthened Monitoring and Reporting Systems:** We implemented a more robust hazard reporting mechanism. Regular safety audits and workplace inspections were scheduled with improved follow-up mechanisms to ensure closure of action items.
- Increased Employee Engagement in Safety:** We encouraged employees to participate in safety committees and toolbox talks. We introduced a reward and recognition program to promote a proactive safety culture.

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).

(A) Employees: No

(B) Workers: No

The Company does not extend life insurance to its Employees and Workers at present. However, employees are covered with Group Personal Accident Policy that provides compensation for accidental death; while workers are covered under ESI and Medical Insurance.

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

We promote and encourage our value chain partners to ensure they deposit their statutory dues on time.

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

Category	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	NIL	NIL	NIL	NIL
Workers	NIL	NIL	NIL	NIL

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

We offer training and career development programs for its employees, facilitating seamless transitions into various career paths.

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	0.00%
Working Conditions	0.00%

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

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



ESSENTIAL INDICATORS

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

We identify our key stakeholders as those affected by our activities, products, and services, as well as those whose actions could influence our business both now and in the future. We place special emphasis on recognizing disadvantaged, vulnerable, and marginalized individuals as a distinct stakeholder group, ensuring that their interests are thoughtfully considered in all our high-level strategic decisions.

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

Stakeholder group	Whether identified as Vulnerable and 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
External Stakeholders				
Customers	No	Email, pamphlets and websites, exhibitions and social media. We engage with our customers through channel partners or directly	On Continual basis	Promotion of products, follow-up on leads and opportunities, information collection, relation activity, complaint handling, taking feedback
Vendors	No	Email, vendor meets, annual conferences	On Continual basis	For commercial matters and smooth conduct of business
Investors/ Shareholders	No	Regular updates to shareholders through earnings conference, e-mails, annual report, newspapers	Quarterly, Annual, Periodic	To provide them with updates about the Company and its performance
Regulators	No	Through Associations	Need Basis	To convey industry challenges and get relaxation
Local Communities	Yes, the children and women workforce from the local community are recognized as disadvantaged, vulnerable and marginalized.	The engagement team connects with the local community to understand their needs and requirements. They are also reached through community development programs organized by the Company. Additionally, some of the Company's CSR initiatives also help in engaging with disadvantaged, vulnerable and marginalized stakeholders.	On Continual basis	To understand grievances of communities nearby plant premises and support them in meeting their requirements.

Stakeholder group	Whether identified as Vulnerable and 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
Internal Stakeholders				
Employees	No	Employee surveys, interaction through newsletters, performance management systems, training, communication sessions (town hall meetings)	On Continual basis	To communicate important decisions, take their inputs on improving systems, processes and productivity.
Leadership	No	Regular update to Board and leadership through Board meetings, familiarization programs	On Continual basis	To take decisions on future actions and approvals if needed.

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.

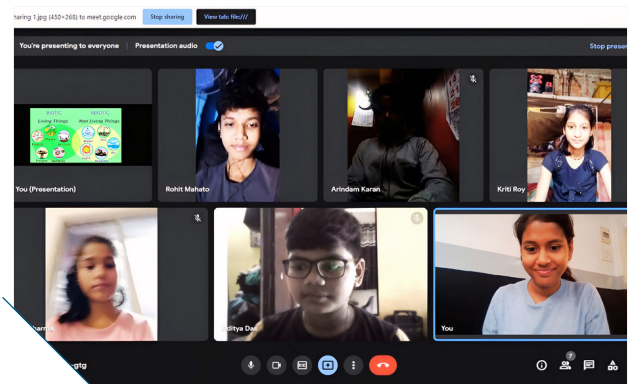
We firmly believe that engaging with our stakeholders is essential for effectively implementing our sustainability initiatives. Therefore, stakeholder involvement is central to our decision-making on ESG topics. We conduct materiality assessments in collaboration with key stakeholders, including customers, investors, employees, and suppliers, through direct interactions and surveys. We thoroughly analyze the critical issues identified in the areas of Environment, Social, and Governance, and present the feedback to our Board of Directors.

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 input received from stakeholders on these topics was incorporated into policies and activities of the entity.

We regularly conduct materiality assessments on newly identified topics in collaboration with our stakeholders. We then analyze the results and present them to the Board and senior management, depending on the assessed level of risk.

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

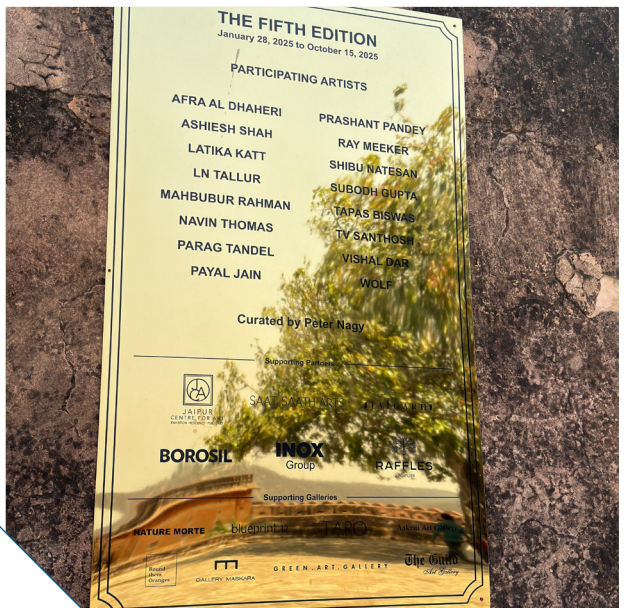
We are actively engaged in supporting vulnerable and marginalized stakeholder groups—including women, children, and underprivileged youth—through our Corporate Social Responsibility (CSR) initiatives, delivered via Implementing Agencies and in-house projects.



In collaboration with Calcutta Social Project, we have actively engaged with and supported vulnerable and marginalized groups, including women, children, underprivileged youth, and the elderly. Key programs such as Shikshya have provided supplementary online education to students, helping bridge conceptual gaps for children from economically disadvantaged backgrounds. The Drop-Out Prevention Program (DPP) and Post Board and Career Support initiatives have extended financial aid and career counseling to youth at risk of discontinuing education, while the English Crossover (ECO) program has enabled deserving students to access English-medium education. The SAHAY program has delivered critical food aid and support to abandoned elderly individuals in remote areas like the Sunderbans, improving both their physical sustenance and emotional wellbeing. For women and adolescent girls living in high-risk zones, the RAKSHA initiative has offered self-defense training in martial arts, fostering both confidence and personal safety. Additionally, Sports Sponsorships have empowered talented youth from rural and semi-urban regions by providing kits, travel allowances, and entry to tournaments. Across these interventions, 100% of beneficiaries have been from marginalized or vulnerable backgrounds, with efforts strategically distributed across multiple districts of West Bengal, including Kolkata, North and South 24 Parganas, Hooghly, and Nadia.



The Milk Distribution to Needy Patients Program provided essential nutritional support to patients in the Gynaecology, Orthopaedic, and Surgical wards of the Government Hospital in Bharuch, Gujarat. Supported by the Company, the program was implemented across 328 villages in Jhagadia, Ankleshwar, and Bharuch during FY 2024–25. It focused on malnourished and hospitalized individuals, supplying milk, a recognized complete food as a source of Vitamin B12, calcium, protein, and healthy fats, all administered under medical supervision. In regions like Bharuch, where malnutrition remains a significant challenge, this initiative played a vital role in bridging nutritional gaps and aiding patient recovery. Feedback from beneficiaries reflected marked improvements in health, reinforcing the critical role of CSR in enabling impactful, community-focused healthcare interventions.



We also supported the restoration of the Jai Garh Fort, a historic heritage property, under our CSR initiatives through Saat Saath Arts, an implementing agency. The project not only revived the fort's historical and cultural value but also generated employment for local artisans and workers, boosting livelihoods. The restored site attracted over 25,000–30,000 visitors, benefiting local tourism service providers such as guides and vendors. Students of heritage and culture also gained valuable insights. This initiative promoted cultural awareness, preserved national heritage, and strengthened Jaipur's position as a centre of art and tourism, thereby creating a multifaceted social impact.



Under direct CSR implementation, we supported the Ladesar Nutrition Programme to address malnutrition among children in the underserved communities surrounding our Jaipur plant. The initiative distributed essential food kits to over 500 beneficiaries, ensuring access to basic nutrition in areas where undernourishment remains a critical challenge. Approximately 95% of the recipients belonged to vulnerable and marginalised groups.



In addition to the community-based initiatives, we have partnered with the Inspire Institute of Sport (IIS) to support over 300 athletes from rural, semi-urban, and underserved communities through a robust Food and Nutrition Program. Implemented at India’s premier high-performance training center in Vijayanagar, Karnataka, the initiative ensures equitable access to personalized nutrition planning, dietary support, and supplement provision for aspiring junior and elite-level athletes. Many beneficiaries come from modest socio-economic backgrounds and are now being empowered to compete nationally and internationally in sports such as wrestling, boxing, judo, athletics, and swimming. With over 350,000 nutritious meals served and personalized nutrition plans prepared for more than 300 athletes, the program also integrates injury recovery, performance enhancement, and awareness on hydration and anti-inflammatory diets. Through workshops, competitions, and the launch of a Hydration Bar, the initiative combines science-led nutrition with grassroots impact.



We commenced the construction of a dedicated public library for girls at Anantpura Gram Panchayat, Jaipur, reaffirming our commitment to education and gender equity. The project was formally approved by the CSR Committee and the Board of Directors in February 2025. Given the limited timeframe available in the financial year, the focus thus far has been on procurement of raw materials and the initiation of groundwork. The initiative underscores the enduring commitment to advancing education by creating meaningful access to learning spaces and opportunities.

Through these initiatives, we addressed the concerns of vulnerable and marginalized groups by providing essential support, education, and empowerment opportunities. Our actions reflect a dedication to fostering resilience, promoting health and well-being, and enabling economic independence among these communities. These efforts not only improve the lives of individuals but also contribute to the overall development and upliftment of society.

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 2024-25			FY 2023-24		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	642	365	56.85%	600	327	54.50%
Other than permanent	24	-	-	24	-	-
Total	666	365	54.80%	624	327	52.40%
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	1,651	-	-	1,822	-	-
Total	1,651	-	-	1,822	-	-

2. Details of minimum wages paid to employees and workers

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employees										
Permanent										
Male	593	-	-	593	100%	555	-	-	555	100%
Female	49	-	-	49	100%	45	-	-	45	100%
Other than permanent										
Male	18	-	-	18	100%	17	-	-	17	100%
Female	6	-	-	6	100%	7	-	-	7	100%

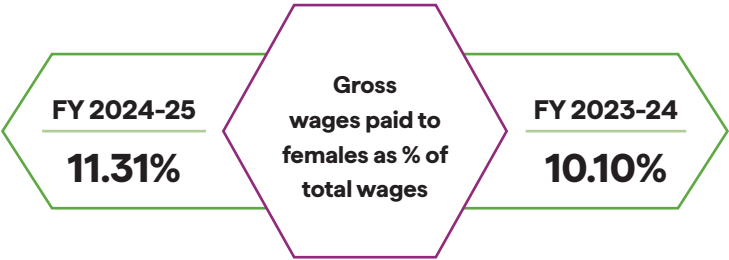
Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Workers										
Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent										
Male	1,163	-	-	1,163	100%	1,353	-	-	1,353	100%
Female	488	-	-	488	100%	469	-	-	469	100%

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

a. Median Remuneration/wages:

Category	Male		Female	
	Number	Median remuneration/ salary/wages of respective category (₹)	Number	Median remuneration/ salary/wages of respective category (₹)
Board of Directors (BoD)	6	28,50,000	1	27,90,000
Key Managerial Personnel	1	77,27,940	-	-
Employees other than BoD and KMP	590	7,41,762	49	11,64,184
Workers	1,163	1,68,995	488	1,40,160

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



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. At Borosil, our Human Resources department is tasked with addressing human rights issues. We are committed to ensuring that our policies and practices uphold the rights and dignity of all our employees, fostering an environment of respect and equality.

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

We have established a Human Rights Policy that applies to all our employees, including business associates. Under this policy, our management, in collaboration with other functions and committees, is responsible for implementing the policy effectively. Our responsibilities include providing adequate mechanisms for stakeholders to report grievances and taking appropriate action against violators of the principles outlined in this policy. The point of contacts for lodging grievances have been specified in our [Stakeholder Engagement and Grievance Redressal Policy](#).

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

Category	FY 2024-25		FY 2023-24	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Sexual Harassment	NIL	NIL	NIL	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL
Child Labor	NIL	NIL	NIL	NIL
Forced Labor/Involuntary Labor	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL

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

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

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

We prioritize the careful handling of all complaints, supported by a robust Whistle-blower Policy. This policy allows both employees and business associates to report unethical or improper activities through “protected disclosures,” which can be made orally or in writing. For serious violations, we provide an anonymous complaint channel as well.

Moreover, we have distinct policies addressing Equal Opportunity, Diversity and Inclusion, and the Prevention of Sexual Harassment (PoSH). Each policy includes a secure mechanism for lodging complaints, ensuring protection against retaliation. In cases of sexual harassment, disciplinary measures may be applied if confidentiality is breached.

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

Yes. We include Human Rights Agreements in our business agreements and contracts. These agreements and contracts are associated to our labor suppliers, contractors, third-party manufacturers and other stakeholders.

10. Assessments for the year

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)



11. Provide details of any corrective actions taken or underway to address significant risks/concerns 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.

We have introduced a Whistleblower Policy to address any human rights complaints which is not only restricted to our employees but also business partners, vendors and all other value chain partners.

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

No human rights due diligence was conducted for the financial year 2024-25.

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

Yes, our facilities are well-equipped for differently abled employees and workers. We are continually working to improve our infrastructure to enhance accessibility for everyone.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	0.00%
Discrimination at workplace	0.00%
Child Labor	0.00%
Forced Labor/Involuntary Labor	0.00%
Wages	0.00%
Others	0.00%

We are dedicated to continually educating value chain partners about the need to abide by all applicable labor and employment laws and regulations, including those pertaining to gender diversity, human rights, child labor, wages, working hours, bribery and corruption, occupational health, safety, and the environment.

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at 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 GJ) and energy intensity, in the following format

Parameter	FY 2024-25	FY 2023-24
From renewable sources		
Total electricity consumption (A)	70,587.16	18,683.48
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	70,587.16	18,683.48
From non-renewable sources		
Total electricity consumption (D)	3,26,040.57	1,94,858.59
Total fuel consumption (E)	2,16,234.18	85,153.36
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	5,42,274.75	2,80,011.94
Total energy consumed (A+B+C+D+E+F)	6,12,861.91	2,98,695.42
Energy Intensity per rupee of turnover (Total energy consumed/Revenue from operations) – GJ/₹	5.63 × 10 ⁻⁵	3.17 × 10 ⁻⁵
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP) – GJ/USD	1.16 × 10 ⁻³	6.40x 10 ⁻⁴
Energy intensity – GJ/Employee	920.81	478.68

*Note: Indicate if any independent assessment/evaluation 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? 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.

No

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

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	59,291.56	77,021.34
(iii) Third party water	101.71	72.98
(iv) Seawater/desalinated water	-	-
(v) Others	878.10	-
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	60,271.37	77,094.32
Total volume of water consumption (in kiloliters)	60,271.37	77,094.32
Water intensity per rupee of turnover (Water consumed/turnover in crores) – kL/₹	5.54 × 10 ⁻⁶	8.18 × 10 ⁻⁰⁶
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP) – kL/USD	1.14 × 10 ⁻⁴	1.65 × 10 ⁻⁰⁴
Water intensity - kL/Employee	90.48	123.55

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

Yes. Water Audit has been conducted by M/s Neer for the Jaipur Plant.

4. Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
Water discharged by destination and level of treatment (in kiloliters)		
(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	-	-

Parameter	FY 2024-25	FY 2023-24
(iv) Sent to third parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment (Used for gardening purposes)	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kiloliters)	-	-

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

Yes. Water Audit has been conducted by M/s Neer for the Jaipur Plant.

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

We are deeply committed to environmental sustainability and have implemented a comprehensive Zero Liquid Discharge (ZLD) Policy to meticulously manage our wastewater effluent. Under this policy, the raw influent generated from our plant undergoes stringent treatment processes to ensure that no liquid waste is discharged into the environment without proper treatment. Our advanced effluent treatment plant (ETP) begins with chemical treatment to neutralize and eliminate contaminants, followed by biological treatment to further degrade organic matter. The effluent then undergoes tertiary treatment stages, including dual media filtration and activated carbon filtration (ACF), ensuring the highest level of purification. Subsequently, the treated water undergoes additional polishing through ultrafiltration and reverse osmosis (RO) at three stages to meet stringent quality standards.

Once treated, the water is seamlessly reintegrated into our operations for various processes, such as cooling towers, chiller units, and forming machine cooling, effectively closing the loop on water consumption. With a robust capacity of 120 kiloliters per day (KLD), our ZLD system exemplifies our unwavering commitment to environmental stewardship. Additionally, complementing our ZLD system, we have an 80 KLD Sewage Treatment Plant based on Membrane Bioreactor (MBR) technology to treat wastewater from toilets and bathrooms, which we reuse in garden irrigation and toilet flushing. This holistic approach not only reduces the burden on groundwater extraction but also promotes water recycling, aligning with Sustainable Development Goal 6 (SDG6). Through these initiatives, we continue to lead by example in environmental responsibility and sustainability.

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

Parameter	Unit	FY 2024-25	FY 2023-24
NO _x	kg	2,252.53	2,229.07
SO _x	kg	282.85	296.73
Particulate Matter (PM10)	µg/m ³	92.12	97.51
Particulate Matter (PM2.5)	µg/m ³	53.38	57.73
Persistent Organic Pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	µg/m ³	Not detected	30.21
Hazardous air pollutants (HAP)	NA	NA	NA
Others- please specify (CO)	mg/Nm ³	1.37	1.40

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

Yes. An independent assessment has been carried out by M/s Asia Enviro Lab for the Jaipur Plant.

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	13,389.20	9,562.17
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	46,691.39	38,430.44
Total Scope 1 and Scope 2 emissions intensity rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)	tCO ₂ e/₹	5.52 × 10 ⁻⁶	5.09 × 10 ⁻⁶
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)	tCO ₂ e/USD	1.14 × 10 ⁻⁴	1.03 × 10 ⁻⁴
Total Scope 1 and Scope 2 emission intensity	tCO ₂ e/employee	90.21	76.91

*Note: Indicate if any independent assessment/evaluation 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.

We commissioned a 7.227 MWp solar power generation plant within the Solar Park Facility in Bikaner, in September 2024. This achievement has been a significant milestone in our ongoing efforts to mitigate greenhouse gas emissions and advance sustainable energy solutions. By leveraging solar energy, we are actively contributing to the creation of a cleaner and more sustainable future demonstrating our unwavering commitment to sustainability, innovate and spearhead initiatives such as this, thereby promoting a more environmentally responsible energy landscape.

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

Parameter	Total Waste generated (in MT)	
	FY 2024-25	FY 2023-24
Plastic waste (A)	189.94	138.30
E-waste (B)	0.39	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	168.79	-
Battery waste (E)	0.16	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	39.65	5.58
Other Non-hazardous waste generated (H). Please specify, if any.	2,774.65	2,362.18
Total (A + B + C + D + E + F + G + H)	3,173.57	2,506.07
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations) – MT/₹	2.92 × 10 ⁻⁰⁷	2.66 × 10 ⁻⁰⁷
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP) – MT/USD	6.02 × 10 ⁻⁰⁶	5.38 × 10 ⁻⁰⁶
Waste intensity – MT/Employee	4.76	4.01

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)

Parameter	Total Waste generated (in MT)	
	FY 2024-25	FY 2023-24
(i) Recycled	3,031.76	2,500.18
(ii) Re-used	15.78	-
(iii) Other recovery operations	-	-
Total	3,047.53	2,500.18

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)

Parameter	Total Waste generated (in MT)	
	FY 2024-25	FY 2023-24
(i) Incineration	39.65	5.58
(ii) Landfilling	-	-
(iii) Other recovery operations	86.39	0.31
Total	126.04	5.89

Note: Indicate if any independent assessment/evaluation 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 waste.

Our organization employs a systematic and sustainable approach to waste management, emphasizing the principles of reduce, reuse, and recycle. We segregate waste at the source into biodegradable, recyclable, hazardous, and non-hazardous categories. Recyclable materials are directed to authorized recyclers, while hazardous waste is securely stored and disposed of through authorized Treatment, Storage, and Disposal Facility (TSDF) agencies, adhering to environmental regulations.

To minimize the use of hazardous and toxic chemicals in our products and processes, we have implemented a substitution strategy, replacing harmful substances with eco-friendly alternatives whenever possible. Our comprehensive strategies include rigorous selection criteria for raw materials and suppliers, prioritizing non-toxic options wherever feasible. Additionally, we have established protocols for the safe handling, storage, and disposal of hazardous chemicals to ensure compliance with regulatory standards and prevent environmental contamination.

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, 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.
Not Applicable. Our factories and offices are not located in or near ecologically sensitive areas like national parks, wildlife sanctuaries, biosphere reserves, among others, where environmental approvals or clearances would be required.			

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. No.	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Weblink
Not Applicable. We did not undertake any Environmental Impact Assessment for FY 2024-25.					

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 court	Corrective action taken, if any
We adhere to all environmental laws/regulations/guidelines applicable to us in India. For the FY 2024-25, we did not have any incidences of non-compliance.				

LEADERSHIP INDICATORS

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

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

- (i) Name of the area: **Jaipur, Rajasthan**
- (ii) Nature of operations: **Glass Manufacturing Operations**
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	59,291.56	77,021.34
(iii) Third party water	15.65	-
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kiloliters)	59,307.21	77,021.34
Total volume of water consumption (in kiloliters)	59,307.21	77,021.34
Water intensity per rupee of turnover (Water consumed/turnover) – kL/₹	5.45 × 10 ⁻⁶	8.17 × 10 ⁻⁶
Water intensity - kL/Employee	89.05	123.43
Water discharged by destination and level of treatment (in kiloliters)		
(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	-	-

Parameter	FY 2024-25	FY 2023-24
(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 kiloliters)	-	-

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

Yes. Water Audit has been conducted by M/s Neer for the Jaipur Plant.

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	We have not ascertained Scope 3 emissions for the current year but are actively implementing systems to record these emissions in the coming years.	
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/₹ Cr.		
Total Scope 3 emission intensity	tCO ₂ e/employee		

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

Not Applicable

3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct and 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.	7.227 MWp Solar Power Generation Plant Installed at Solar Park, Bikaner and Commissioned in September 2024.	To enhance resource efficiency and reduce carbon emissions, a 7.227 MWp solar power generation plant was installed at the Solar Park in Bikaner and successfully commissioned in September 2024. This strategic investment in renewable energy is a major step toward reducing dependency on conventional fossil fuels and supporting long-term sustainability goals.	Additional Solar Generation units reflected in Renewable energy figures. Additional Solar Generation units reflected in Renewable energy figures. Clean Energy Generation. Carbon Emission Reduction. Energy Cost Savings: Significantly reduces electricity costs by offsetting grid dependency. Sustainability Impact: Contributes to national renewable energy targets.
2.	Provided 5000 Sapling to Government departments for plantation purpose.	An initiative has been undertaken by the industry to purchase and provide 5,000 saplings free of cost to government departments and schools, with the support and guidance of the Forest Department. This effort is aimed at promoting environmental sustainability and enhancing green cover in the region. The industry sponsors and procures the saplings. Saplings are distributed via forest department to schools, government offices, and other public institutions. Plantation activities are carried out by the recipient departments and educational institutions.	Increased Green Cover: Contributes significantly to local afforestation, reducing barren or degraded land. Soil and Water Conservation: Roots bind the soil, preventing erosion. Carbon Sequestration.
3.	A total of 1,440 liters of used lubrication oil was successfully reclaimed, purified, and reused.	We have implemented an innovative oil recovery process using an advanced dehydration and filtration machine.	Resource Conservation: Reduced fresh oil consumption by 1,440 liters. Waste Minimization: Prevented the generation and disposal of 1,440 liters of used oil. Environmental Benefit: Lowered the risk of soil and water contamination from waste oil disposal. Cost Savings: Reduced procurement and disposal costs.

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

Yes, the entity has a comprehensive business continuity and disaster management plan in place. Through rigorous risk assessment at the organizational level, potential vulnerabilities and threats are identified. These risks are thoroughly analyzed, and mitigation strategies are devised to ensure the resilience of the business operations. Whether it's natural disasters, cyber threats, or other unforeseen disruptions, the entity is prepared to respond effectively, minimizing the impact on its operations and ensuring continuity of services. This proactive approach to risk management underscores the entity's commitment to maintaining operational stability and safeguarding its stakeholders' interests.

6. Disclose any significant adverse impact on the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

We intend to undertake an assessment of environmental impact in the coming years.

7. How many Green Credits have been generated by the:

a. Company

NIL

b. Value Chain Partners

NIL

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

No assessment has been conducted this year, but the Company plans to implement a formal evaluation of its value chain partners regarding environmental impacts in the future.

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:
We are affiliated with 3 trade and industry chambers/associations.
- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such a body) the entity is a member of/affiliated to.

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1.	All India Glass Manufacturers' Federation	National
2.	ASSOCHAM	National
3.	CAPEXIL	National

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

Name of authority	Brief of the case	Corrective action taken
There has been no case against us related to anti-competitive conduct.		

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	Relevant Web link
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 the 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 ₹)
Not Applicable						

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

We have a Stakeholder Engagement and Grievance Redressal Policy which outlines the mechanism to receive complaints from different stakeholders including community along with the designated responsible person to address the concern. The said Policy is available on our website at [Stakeholder Engagement and Grievance Redressal](#).

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

Category	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/small producers	43.94%	54.00%
Directly from within India	67.89%	84.00%

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

Category	FY 2024-25	FY 2023-24
Rural	-	-
Semi-urban	0.91%	0.83%
Urban	52.64%	55.61%
Metropolitan	46.45%	43.56%

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	Relevant Web link
Not Applicable	

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

S. No.	State	Aspirational District	Amount Spent (In ₹)	Relevant Web link
NIL				

3. a. Do you have a Preferential Procurement Policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? (Yes/No)

No, however we prioritize domestic vendors for raw material procurement to support the domestic economy. We emphasize sourcing from domestic suppliers, with MSMEs and small vendors at the forefront of our procurement decisions.

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:

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired	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 people benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Inspire Institute of Sport (Food and Nutrition Program).	300+ athletes have been provided with meals and nutrition support towards fulfilling their sports nutrition needs. In addition, the athletes have been supported by a nutritionist towards education and nutrition awareness.	All beneficiaries are selected into the program based on sporting merit, and come from rural, semi-urban and urban parts of the country.
2.	Seva Yagna Samiti (Milk distribution program).	Around 11,500 lives were benefitted through Seva Yagna Samiti's milk distribution program.	23.00%
3.	Calcutta Social Project (providing education, shelter, imparting vocational training etc. to underprivileged women and children).	827 lives were impacted through various programs of Calcutta Social Project.	100%
4.	Mass plantation around Company's plant in Jaipur (ensuring environmental sustainability, ecological balance).	Not applicable	Not applicable
5.	Ladesar Program (providing food kits to malnourished children).	500	95.00%
6.	Construction of girls' public library at Anantpura Gram Panchayat (Promoting education, promoting gender equality, empowering women).	This is an ongoing project and is being implemented in phases after its approval and partial implementation in February 2025.	-
7.	Contribution to Saat Saath Arts for establishment of culture Park in Jaipur (protection of national heritage, art and culture including restoration of buildings and sites of historical importance and works of art, promotion and development of traditional art and handicrafts).	Restoration of Heritage Property and Promotion of Art and Culture: Approximately 25,000 to 30,000 visitors experienced the heritage building and its vibrant art and cultural elements. As part of the project, the heritage property was also cleaned and restored, enhancing its historical and aesthetic value.	-

Mass plantation around Company's plant in Jaipur



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

We have a dedicated Customer Experience Team that manages complaints across all our distribution channels, including Trade, B2B, and D2C, seven days a week. Customers can reach our Customer Service Team through various channels such as IVR calls, Chatbot, Email, and Social Media Platforms. Equipped with a world-class CRM Management System, we efficiently handle queries, complaints, and feedback. Our CRM is seamlessly integrated with our Order Management System, IVR, and Chatbot, providing us with a comprehensive view of customer orders and interaction history, ensuring swift and effective resolutions. We manage social media responses through Social Studio, a tech-enabled platform that captures customer reviews, feedback, and sentiments across social media. Additionally, we gather customer feedback through website reviews, promptly addressing and resolving every negative review. All customer interactions are recorded in our CRM to help us better understand and address customer concerns.

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

Information Category	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	0.00%

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

Category	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	NIL	NIL	NIL	NIL	NIL	NIL
Advertising	NIL	NIL	NIL	NIL	NIL	NIL
Cyber-security	NIL	NIL	NIL	NIL	NIL	NIL
Delivery of essential services	NIL	NIL	NIL	NIL	NIL	NIL
Restrictive Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Unfair Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Other	NIL	NIL	NIL	NIL	NIL	NIL

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

Category	Number	Reasons for recall
Voluntary recalls	NIL	NIL
Forced recalls	NIL	NIL

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

We are in the process of implementing an Information Security Management System (ISMS) in alignment with ISO 27001:2022 standards. All related processes are currently under progress and steps are being taken to develop an advanced IT Security Policy.

Furthermore, under our Data Privacy Policy, the Company conducts awareness programs on Information Security and Data Privacy, offers regular training, and encourages employees to report any suspicious activities. The policy can be accessed on the Company's website at [Data Privacy Policy](#)

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services.

Not Applicable as no complaints were received pertaining to any of the issues.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches – NIL
- b. Percentage of data breaches involving personally identifiable information of customers – NIL
- c. Impact, if any, of the data breaches – NIL

LEADERSHIP INDICATORS

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

All our products are listed on various marketplaces, as well as on our own websites and direct-to-consumer channels. We provide detailed product information through catalogs and price lists, which are available from us and our distributors. Additionally, our product packaging and instruction manuals include all the necessary information about our products. This information is also accessible on our website at [Borosil](#).

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

We publish all safety information related to product usage on our direct-to-consumer website, product packaging, and instruction manuals. We also create and share DIY safety videos on our YouTube channel.

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

We notify our consumers of any potential disruptions or discontinuation of essential services via email and circulars. We also share this information on our website and social media channels to ensure it reaches a broader audience.

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

Yes, we provide additional details such as product codes, barcodes, and images for all our products. For electronic appliances, we also include energy specifications. Beyond the mandatory information required by legal metrology, we offer insights into product benefits and guidelines on dos and don'ts. This information is prominently displayed on our product packaging, instruction manuals, product listings, and our direct-to-consumer websites. Additionally, all our product information, including size, material, and usage instructions, is detailed on our website [Borosil](#).

Yes, to continually enhance customer satisfaction, we regularly conduct CSAT (Customer Satisfaction) and NPS (Net Promoter Score) surveys. We thoroughly analyze the results to drive improvements across our entire ecosystem.