

Annexure I

BUSINESS RESPONSIBILITY REPORT 2021-22

Shree Digvijay Cement Company Ltd. ("**Company**") believes that responsible business conduct is based on the principle of business being accountable towards its stakeholders in its drive for sustainable development in the arena of environmental protection, workplace safety, social responsibility and governance. With this intent, Company has adopted Environment Social and Governance (ESG) Policy, in accordance with the Global Standards and Reporting Initiative's framework, with the object to incorporate ethical, environmental and social considerations into business activities thereby mitigating material risks, exploring areas of opportunity and improving overall performance. More details about Company's ESG performance is included in Management Discussion & Analysis (MDA) Report forming part of Annual Report.

Company's Business Responsibility Report 2021-22 follows the National Guidelines on Responsible Business Conduct (NGRBC) as formulated by Ministry of Corporate Affairs (MCA) and includes Company's responses to questions on our practices and performance on key principles defined by Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015 ("**Listing Regulations**"), covering topics across environment, governance, social responsibility and stakeholder relationships. This Business Responsibility Report is a testament to our accountability towards creating enduring value for all stakeholders in a responsible manner. In line with Listing Regulations and MCA NGRBC, the report summarizes our efforts to conduct business with responsibility.

SECTION A : GENERAL INFORMATION ABOUT THE COMPANY

1	Corporate Identity Number (CIN) of the Company	L26940GJ1944PLC000749			
2	Name of the Company	Shree Digvijay Cement Company Limited			
3	Registered address	Digvijaygram-361 140, Via: Jamnagar, Gujarat, India			
4	Website	www.digvijaycement.com			
5	E-mail id	investors.sdcl@digvijaycement.com			
6	Financial Year reported	2021-22			
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	Details of major products			
		Group	Class	Sub Class	Description
		239	2394	23941 23942	Manufacturing of Clinker and Cement
8	List three key products/ services that the Company manufactures/ provides (as in balance sheet)	The Company manufactures cement of various kinds viz. Ordinary Portland Cement (OPC), Portland Pozzolana Cement (PPC), Sulphate Resisting Portland Cement (SRPC), and Oil Well Cement (OWC) and other Special Cements.			
9	Total number of locations where business activity is undertaken by the Company	(a) Number of International Locations (Provide details of major 5):-Nil (b) Number of National Locations : One integrated cement unit comprising of clinker, grinding unit, blending unit at Sikka, Digvijaygram; (c) Registered Office and Corporate Office at Sikka, Digvijaygram; <i>Jamnagar, Gujarat;</i> (d) Central Sales Office at Ahmedabad, Gujarat; and (e) Regional Sales Offices at other locations in the state of Gujarat.			
10	Markets served by the Company	Local	State	National	International
		Yes	Yes	Yes	Yes

**SECTION B : FINANCIAL DETAILS OF THE COMPANY**

1	Paid up Capital	Rs. 14,402.85 Lakhs
2	Total Turnover	Rs. 63,332.95 Lakhs
3	Total profit after taxes	Rs. 5,529.09 Lakhs
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	During the year, an amount of Rs.97.74 Lakhs was spent on CSR activities.
5	List of activities in which expenditure in 4 above has	1. Health Care, Hygiene & Sanitation been incurred:- 2. Contribution for Social Cause 3. Promotion of Education 4. Socio Developmental Projects

SECTION C: OTHER DETAILS**1. Does the Company has any Subsidiary Company/Companies?**

Yes. the Company has one Wholly Owned Subsidiary ("Subsidiary") namely SDCCL Logistics Limited as on March 31, 2022.

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s):

Company's Subsidiary has not started its operations during the year. As such, it has not participated in the BR initiatives of the Company.

3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with; participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]

Other entities viz. suppliers, distributors etc. with whom the Company does business, do not participate in the Business Responsibility initiatives of the Company.

SECTION D: BR INFORMATION**1. Details of Director/Officer responsible for BR**

a)	Details of the Director/Directors responsible for implementation of the BR policy/policies:	
1	DIN Number	: 07313541
2	Name	: Mr. KK Rajeev Nambiar
3	Designation	: CEO & Managing Director
b)	Details of the BR head:	
	No.	Particulars
		Details
1	DIN Number (if applicable)	Not Applicable
2	Name	Mr. Suresh Kumar Meher
3	Designation	V.P. (Legal) & Company Secretary
4	Telephone Number	0288-2344272
5	Email ID	suresh.meher@digvijaycement.com

2. Principle-wise (as per NGRBC) BR Policy/policies
a) Details of compliance (Reply in Y/N)

The Nine principles as per BRR are as given below :-

P 1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountable.
P 2	Businesses should provide goods and services in a manner that is sustainable and safe
P 3	Businesses should respect and promote the well-being of all employees, including those in their value chains.
P 4	Businesses should respect the interests of and be responsive to all their stakeholders.
P 5	Businesses should respect and promote human rights.
P 6	Businesses should respect, protect and make efforts to restore the environment.
P 7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
P 8	Businesses should promote inclusive growth and equitable development.
P 9	Businesses should engage with and provide value to their consumers in a responsible manner.

No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	Do you have a policy/policies for each principle?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national / international standards? If yes, specify, (50 words)	The policies are based on the 'National Guidelines on Responsible Business Conduct (NGRBC) as formulated by Ministry of Corporate Affairs (MCA). ESG Policy adopted by the Company is in accordance with the Global Standards and Reporting Initiative's framework.								
4	Has the policy being approved by the Board? If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the Company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?	Copies of the policy will be made available on receipt of written request from stakeholders.								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to key internal stakeholders of the Company.								
8	Does the Company have in-house structure to implement the policy/ policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency.	The Company is working on developing and improving its system for evaluating the implementation of the policies. The policies are evaluated from time to time and updated whenever required. ESG Policy is implemented with the help of independent external agency and review / evaluation of the implementation and working of the Policy take place by such agency on regular intervals.								

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

No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	The Company has not understood the Principles	Not Applicable								
2	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3	The Company does not have financial or manpower resources available for the task									
4	It is planned to be done within next 6 months									
5	It is planned to be done within the next 1 year									
6	Any other reason (please specify)									

3. Governance related to BR

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

BR performance of the Company is assessed in every 3 months during the financial year 2021-22.

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

The Company prepares Business Responsibility Report annually and the same is placed on the website of the Company at www.digvijaycement.com. Details about Company's ESG & Substitutability initiatives and performance are part of Management Discussion and Analysis Report.

SECTION E : PRINCIPLE-WISE PERFORMANCE

PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE

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

The Policy relating to Ethics, Bribery and Corruption is an extension of Code of Conduct (Code) of the Company and the backbone of Company's governance system and guides the operations of the Company. The Code of Conduct applies to the Directors and the Senior Management and all employees of the Company. The Policy and Code are also shared with our suppliers / contractors / other stakeholders, wherever required, and it is Company's endeavour to encourage its suppliers, vendors, contractors, business partners and third parties with whom it conducts business to abide by this Policy and Code.

A Whistle Blower Policy/Vigil Mechanism is also in place, which provide opportunity to all stakeholders to report any concerns/ issues/incidents about unethical behaviour, actual or suspected fraud or violation of the Code and Policies of the Company.

The Company' Subsidiary has its own policies which are also aligned with the policies of the Company.

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

During the financial year 2021-22, the Company has received total 3 (three) complaints from the shareholders of the Company, out of which 1 is relating to non-receipt of dividend and 2 are relating to issue of duplicate share and 100% of the said complaints were satisfactorily resolved by the Company. There is no complaints received from other stakeholders during the year, other than employee grievances, which are attended and resolved as per grievance redressal mechanism of the Company.

PRINCIPLE 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE
1. List upto 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

The Company has been focusing on developing products that are environment friendly, utilizing waste by product from other industries, reducing carbon foot-print and more energy efficient. Our major product range is blended cements which include Portland Pozzolana Cement (PPC), Ordinary Portland Cement (OPC), and Oil Well Cement (OWC). It has been Company's constant endeavor to increase sales of blended cement PPC including special blended PPC cement with brand name "CEMENT KA SARDAR", which is specially engineered for CRACK-FREE concrete. This very special Premium Green Cement comes with 6 Key benefits of High Early Strength, Superior Cohesion, Quick Setting, Resistant to Chemical Attack, Most Durable and Green Product. We have also introduced the first NOx control system in Gujarat to produce greener clinker and reduce the impact of gaseous pollutant to atmosphere. Installation of a new AFR system in our pyro section helps us to reduce the greenhouse gases emission through better fuel control. With the reduction in the overall kilo meters of delivery destinations, we are able to reduce the transport efficiency and greener footprint, thereby minimizing the cost and Carbon emission.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):
(a) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?

The Company is committed to environment protection, climate change and taking various initiatives to reduce carbon footprint. It is Company's endeavour to continuously focus on green energy with cheaper sourcing and becoming a self-sufficient Company in current energy scenario. As a part of promoting renewable energy, Company has installed Waste Heat Recovery Power Generation Plant (WHRP) at its Manufacturing unit at Sikka. Company has also recently signed hybrid power contract for a capacity of 8.10 MW hybrid wind and solar power. This Hybrid power contract will generate about 37% of total power requirement of the plant and put together with WHRP will constitute over 65% of total power needs of the Company with a considerable savings in the cost of power and environmental footprints. Company always promote energy efficient technology to ensure lower energy consumption. The Company, as a part of drive to conserve natural resources and to reduce energy consumption, consumes industrial hazardous waste as a fuel in kiln in both solid and liquid form, by-products such as fly ash, chemical gypsum, iron sludge, copper slag in the cement manufacturing process, contributing to reduce greenhouse gas emission. Apart from use of wind power at its Sikka unit, Company also intend to promote use of solar power and other renewable energy. For further details please refer to Annexure – 'C' to the Director's Report covering inter-alia, details of Conservation of Energy.

The Company is replacing fossil fuel with burnable and industrial waste to the extent of availability.

The Company has a focused approach to cater to the cement needs of population and organizations in the areas close to its manufacturing plant in Sikka.

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

The Company's products are used by variety of consumers and it is neither feasible to measure reduction in the usage (energy, water) nor available with us. However, at plant level we are taking following actions to reduce energy and water consumption:

- i) Use of alternative fuel for thermal substitution by using plastic wastes collected locally, poly residue plastic ETP sludge, industrial waste and replacing fossil fuel. During the year, Company achieved 1.18% Thermal Substitution rate though Waste Feed.
- ii) Reduction in water consumption reduced by 40% in plant operation.
- iii) Achieved 100% water recycle in plant and township with zero liquid discharge operation.
- iv) For water conservation, we also collect rain-water in three number of water ponds and two number of roof top systems, which is being used for plant and colony throughout the year.
- v) Company has also rolled out water awareness campaign in and around plant and colony area.
- vi) Because of various measures, total water consumption intensity are in reducing trend.

More details about above is disclosed in MDA forming part of Annual Report.

**3. Does the Company have procedures in place for sustainable sourcing (including transportation)?****(a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.**

The Company's main raw material "limestone" is procured from its own mines and third-party mines, situated at an average distance of 100 km from its Plant. These are transported through trucks with fully covered tarpaulin. Most of the Company's inward bulk materials are sourced from nearby areas in a sustainable manner.

The Company also procures fly ash through bulker from nearby industries as much as possible.

The Company has continuously increased the use of Alternate Fuel (plastic wastes, co-processed industrial waste and segregated municipal wastes) to replace part of fossil fuel, in a sustainable manner.

Company has adopted advance technology giving solutions to provide real time fleet monitoring, incorporating travel history, movement reports, alerts and timely delivery by control and monitoring through mobile app remotely through GPS tracking. These initiatives helped a lot to Company in improving the efficiency of the logistic & transport operation of the Company.

4. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?**(a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?**

The Company encourages local vendors to supply Company's regular needs. The Company has trained and developed local contractors to meet its repair and maintenance needs as much as possible. These contractors employ workmen mostly from local villages. Almost 100% of the skilled workmen and majority of the knowledge-based workmen are sourced from local areas only. Also all the inward and outward transport vendors are all from the near vicinity.

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

Cement manufacturing process does not generate any by-product / waste as such. The plant is a zero-waste generator. The Company utilizes wastes of other industries like steel plants, power plants and other chemical plants as additives in cement manufacture and thus contributes to sustainable development.

Company is collecting the waste plastic from municipalities and industries to recycle the same in the manufacturing process. During the year, new transport belts and feeding circuit has been commissioned to recycle and consume 100% spillages and waste material inside the plant. During the year nearly 4500 tons of wastes co-processed in Kiln.

PRINCIPLE 3 :**BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS.****1. Please indicate the Total number of employees.**

The total number of employees is 259 as on 31st March, 2022.

2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.

Total temporary/Contractual/Casual employees were as on 31st March, 2022 out of which 11 comprises of Trainees and Apprentices.

3. Please indicate the Number of permanent women employees.

There were 6 permanent women employees as on 31st March, 2022

4. Please indicate the Number of permanent employees with disabilities

There were Nil permanent employees with disabilities as on 31st March, 2022.

5. Do you have an employee association that is recognized by management?

Company has workers union namely, Shree Sikka Cement Employees Union (Indian National Trade Union Congress) and Shree Digvijay Cement Mazdoor Sangh (Bharatiya Mazdoor Sangh). There is no Staff Union.

6. What percentage of your permanent employees is members of this recognized employee association?

Not Applicable

7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

Sr. No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
1	Child labour/ forced labour/ involuntary labour	The Company does not employ such labour	Not Applicable
2	Sexual harassment	Nil	Not Applicable
3	Discriminatory employment	Nil	Not Applicable

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

Sr. No.	Category of Employees	Safety and skill up gradation training
(a)	Permanent Employees	94%
(b)	Permanent Women Employees	83%
(c)	Casual/temporary/Contractual Employees	100%
(d)	Employees with Disabilities	NA

PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TOWARDS ALL STAKEHOLDERS.
1. Has the company mapped its internal and external stakeholders? Yes/No

Yes. For Shree Digvijay Cement, maintaining relationship with stakeholders is a business imperative. The business revolves around stakeholders, right from suppliers to customers, shareholders to communities, government to workforce and contractors.

2. Out of the above, has the Company identified the disadvantaged, vulnerable & marginalized stakeholders.

The Company has mapped disadvantaged, vulnerable and marginalized stakeholders viz. communities in and around the areas of its plant & mining operations and is actively working towards their inclusive growth as part of Company's CSR efforts.

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

The Company undertakes special initiatives and projects in the areas of Eradication of Poverty, Women Empowerment, Health Care including preventive health care and sanitation, providing safe drinking water, education. Company also engage in skill development leading to creation of alternative employment. Company ensures environmental sustainability through forestry, conservation of natural resources and maintaining quality of soil, air and water, all directed towards helping neighboring communities, including disadvantaged, vulnerable and marginalized stakeholders and being instrumental in cultivating their progress. The Company was the first industrial unit in the region, who started providing free drinking water and free medical amenities to all nearby villagers, particularly disadvantaged, vulnerable and marginalized population, whosoever residing around Company's plant and mining locations. The Company also has a well-established CSR policy which reflects the objective of economic and social development to create a positive impact.

PRINCIPLE 5 : BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

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

The Policy relating to respecting and promoting human rights covers the Company and its Suppliers, and Contractors. However, the Company encourages its other business partners and third parties with whom it conducts business to abide by this Policy.

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

During the financial year 2021-22, the Company did not receive any complaint regarding violation of human rights.

PRINCIPLE 6 : BUSINESS SHOULD RESPECT, PROTECT AND MAKE EFFORTS TO RESTORE THE ENVIRONMENT

1. Does the policy relate to Principle 6 cover only the Company or extends to the Group/Joint Ventures/Suppliers/ Contractors/ NGOs/others ?

The Policy relating to respecting, protecting and restoring the Environment covers the Company only. However, the Company encourages its suppliers, business partners and third parties with whom it conducts business to abide by this Policy.

2. Does the company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for web page etc.

The world is faced with serious challenges like climate change, global warming and environmental risks. The Company is fully engaged mitigating the negative effects to the environment and climate through various initiatives in a sustainable and planned manner. The Company proactively takes measure to reduce carbon footprint to address the environmental issues. The Company has a special drive for tree plantation in the mined-out areas, waste land and plant premises.

More details on Company's efforts on climate change etc. is disclosed in MDA forming part of Annual Report.

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

Yes. The Company identifies and assesses potential environmental risks periodically across its plant operations and projects. Company has constantly been investing in latest and best technology to reduce emissions as per Environment norms.

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

Currently no projects related to Clean Development Mechanism (CDM) have been taken up by the Company. However, the Company has completed CDM project on WHRP at Sikka, which is operating successfully. The Company is also first to set up Ammonia purging plant (SNCR) as a part of CDM to reduce NOx emissions by its processes. The Company burns plastic waste, sourced from plastic industry, colony and nearby villages, in its kiln routinely.

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

Yes, the Company has taken various initiatives on clean technology, energy efficiency, renewable energy etc., to reduce its impact on the environment, apart from its installed WHRP. In addition, the Company has installed system for feeding alternate fuel (plastic waste, co-processed industrial & chemical wastes etc.). To augment the AFR consumption a new shredder system is also installed during the Year. In the coming periods, it is proposed to increase alternate fuel consumption to reduce the dependence on fossil fuel. For further details please refer to Annexure-'C' to the Director's Report covering inter-alia, details of Conservation of Energy and MDA forming part of Annual Report. The Company has a target to achieve 10% substitution of renewable fuel with alternate fuels. The Company uses pet coke and fly ash from nearby refineries, power and petroleum industries. This also helps to reduce carbon foot-print.

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

Yes, the stacks are connected live to the Government body CPCB/GPCB as per norms. The emissions/waste generated by the Company is within the permissible limits for the financial year 2021-22.

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

There are no show cause/ legal notices received from CPCB/GPCB which are pending as at end of the Financial Year 2021-22.

PRINCIPLE 7: BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT

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

The Company is a Member of the following trade/ chamber associations:

- (a) Cement Manufacturers Association (CMA)
- (b) Confederation of Indian Industry (CII)
- (c) Federation of Indian Mineral Industries (FIMI)
- (d) ASAP for Indian Cement Review (ICR)
- (e) Global Cement & Concrete Association (GCCA)

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

The Company continuously advocates the use of eco-friendly mining practices, use of alternative fuels and increase use of fly-ash, installation of WHRP in cement manufacturing units, energy conservation, infrastructure developments and construction of concrete roads.

PRINCIPLE 8 : BUSINESSES SHOULD SUPPORT INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

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

The Company has a well-defined CSR Policy and Programme wise implementation plan, which creates sustainable livelihoods, especially among the poor in rural areas wherein the Company operates and :

- a) Focus on skill development of people for alternate employment opportunity generation, particularly women empowerment including livelihood projects.
- b) Conduct Self Help Group training, meeting and development programme.
- c) Conduct meeting of villagers / farmers at mines and train them towards advanced agriculture techniques so that they can use their land more effectively and increase their income.
- d) Aid women for making various types of food items, tailoring and stitching etc. for Sustainable Livelihood.
- e) Work for women empowerment, education, skill development and entrepreneurship.
- f) Conduct vocational skill training for women empowerment such as Tailoring classes, cooking classes, Dance classes, etc., manufacturing of masks & bags etc. The Company also provides Computer Course, English Speaking Classes and open Learning Centre.



The Company through its Environment, Social and Governance (ESG) Policy, inter alia:

- a) established systems to manage environmental and social impact of business activities across the value chain.
- b) established, implemented and maintained an effective monitoring and reporting systems for continuous improvement of ESG performance.
- c) implemented mechanisms to achieve an equitable, healthy, and safe working environment for employees
- d) supported the local communities for an inclusive development of the society.
- e) consulting and sought feedback from relevant stakeholders to ensure continued relevance of policy.

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

Programme / Projects are currently undertaken through in-house team.

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

Our team / field staffs regularly visit nearby villages and take feedback from beneficiaries. We also conduct Community Assessment to identify the need of local community for our CSR initiatives. Company is not required to do any impact assessment as per MCA Notification.

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

The Company has spent Rs.97.74 Lakhs as part of its CSR initiatives during the year. Details of the projects are given in Annexure- 'E'- Annual Report on CSR Activities forming part of Director's Report. These activities in CSR Report and amount spent doesn't include, spending by the Company and efforts made in supplying free drinking water to nearby villages etc.

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

Yes. The Company has taken all possible steps to ensure that these programs are successfully adopted by the community. The Company organise regular meetings of its officials with villagers to ensure their satisfaction / specific need analysis. CSR officials regularly keep interacting with them to explain benefits of the programs undertaken by the Company. Company officials also interacted with women groups to understand their needs, build confidence amongst them and to promote their enterprise, which is implemented through Company's CSR Programme. The Company has implemented monthly reporting system which contains progress and development report of all the ongoing programmes. Company in today's context is regularly working in the areas of preventive healthcare by organizing medical camps and awareness programmes from time to time benefitting to the residents of nearby areas.

During the second wave of COVID-19 pandemic, the Company provided medical equipment and support & training to nearby Community Health Centre including supplying beds, oxygen cylinders along with flowmeter. Company has taken various steps for promoting education in local area for which Company on continuous basis develop infrastructure facilities of School Buildings managed through Trust.

PRINCIPLE 9 : BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CUSTOMERS AND CONSUMERS IN A RESPONSIBLE MANNER

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

The Company is firmly committed to providing world class products and services to customers, supported by capable and qualified manpower to provide pre and after-sales services. The Company takes care of concerns of all its stakeholders, influencers and recommenders.

A well-established mechanism is in place to deal with customer feedback and complaints. Customers can connect with the Company through multiple channels such as email, telephone, website, social media and feedback forms. There is a robust mechanism in place to appropriately address and resolve any type of complaint. At the end of the financial year, there were no unresolved complaints.

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

Company displays and maintains high standards of communication and information dissemination to ensure full compliance with applicable regulations.

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

There are no cases in relation to unfair trade practices, irresponsible advertising and/or violation of any laws during the financial year 2021-22.

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

The Company conducts a Consumer Satisfaction Survey once every six months to gauge consumer sentiments and expectations. The exercise enables the Company to take appropriate measures, often proactively, to increase customer satisfaction.