

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

## SECTION A: GENERAL DISCLOSURES

### I. Details of the entity

1. Corporate Identity Number (CIN) of the Listed Entity	L26924HR1985PLC056150
2. Name of the Listed Entity	Kajaria Ceramics Limited ('the Company')
3. Year of incorporation	1985
4. Registered office address	SF-11, Second Floor, JMD Regent Plaza, Mehrauli Gurgaon Road, Village Sikanderpur Ghosi, Gurgaon, Haryana- 122001
5. Corporate address	J-1/B-1 (Extn.), Mohan Co-operative Industrial Estate, Mathura Road, New Delhi – 110044
6. E-mail	<a href="mailto:investors@kajariaceramics.com">investors@kajariaceramics.com</a>
7. Telephone	+91-124-4081281 +91-11-26946409
8. Website	<a href="http://www.kajariaceramics.com">www.kajariaceramics.com</a>
9. Financial year for which reporting is being done	FY 2024-25
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE), National Stock Exchange of India Limited (NSE)
11. Paid-up Capital	INR 15.93 Crore
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Investor Relations Cell +91-11-26946409 <a href="mailto:investors@kajariaceramics.com">investors@kajariaceramics.com</a>
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together):	The boundary* covers Kajaria Ceramics Limited and its subsidiaries namely: <ul style="list-style-type: none"> <li>• Kajaria Infinity Private Limited</li> <li>• Kajaria Vittrified Private Limited</li> <li>• Kajaria Plywood Private Limited</li> <li>• South Asian Ceramic Tiles Private Limited</li> <li>• Kajaria Bathware Private Limited</li> <li>• Kajaria Surfaces Private Limited (formerly known as Keronite Tiles Private Limited)</li> <li>• Kajaria Sanitaryware Private Limited (Step-down subsidiary)</li> <li>• Kerovit Global Private Limited (Step-down subsidiary)</li> </ul>
14. Name of assurance provider	Not applicable
15. Type of assurance Obtained	Not applicable

\*Previous financial year's figures have been re-grouped and re-arranged wherever considered necessary

## II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Tiles	Manufacturing and trading of ceramic and vitrified tiles	89%
2	Others including bath ware, sanitaryware, plywood products and tiles adhesives	Manufacturing and trading of sanitaryware and faucet and trading of plywood, laminates and tile adhesives	11%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Manufacturing and trading of Ceramic / Vitrified Tiles. This activity accounts for majority turnover by our Company	239 2392 23929	89%
2	Manufacturing and trading of Faucets/ Sanitaryware	281 2813 28132 239 2392 23922	8%
3	Trading of Plywood and Laminates	466 4663 46631	1%
4	Trading of Tile Adhesives	242 2429 24295	2%

## III. Operations

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

Location	Number of plants	Number of offices	Total
National	11	65	76
International	1	3	4

### 19. Markets served by the entity:

#### a. Number of locations

Locations	Value (in numbers)
National (No. of States and UT)	36
International (No. of Countries)	28

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

The contribution of exports as a percentage of the total turnover of Kajaria Ceramics Limited is 1.08%

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

Our customer base consists of homeowners, architects, interior designers, developers, contractors etc through our well-established dealers and sub-dealers' network. We also serve institutional customers such as builders, corporates, government agencies etc.

#### IV. Employees

##### 20. Details as at the end of Financial Year (FY 2024-25):

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	2590	2491	96%	99	4%
2.	Other than Permanent (E)	2	2	100%	0	0%
3.	Total employees (D + E)	2592	2493	96%	99	4%
Workers						
4.	Permanent (F)	2204	2165	98%	39	2%
5.	Other than Permanent (G)	2856	2748	96%	108	4%
6.	Total workers (F + G)	5060	4913	97%	147	3%

###### b. Differently abled Employees and workers (FY 2024-25):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C/A)
Differently Abled Employees						
1.	Permanent (D)	0	0	0%	0	0%
2.	Other than Permanent (E)	0	0	0%	0	0%
3.	Total Employees(D+E)	0	0	0%	0	0%
Differently Abled Workers						
4.	Permanent (F)	0	0	0%	0	0%
5.	Other than Permanent (G)	0	0	0%	0	0%
6.	Total workers (F+G)	0	0	0%	0	0%

##### 21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.5%
Key Management Personnel	2	0	-

##### 22. Turnover rate for permanent employees and workers

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	18%	14%	18%	15%	22%	15%	14%	21%	14%
Permanent Workers	16%	18%	18%	14%	16%	14%	10%	15%	10%

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

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Kajaria Vitrified Private Limited	Subsidiary	95.00%	No
2	Kajaria Infinity Private Limited	Subsidiary	84.59%	No
3	South Asian Ceramic Tiles Private Limited	Subsidiary	59.50%	No
4	Kajaria Plywood Private Limited	Subsidiary	100.00%	No
5	Kajaria Bathware Private Limited	Subsidiary	85.00%*	No
6	Kajaria Sanitaryware Private Limited	Step-down subsidiary	69.70%*	No
7	Kajaria International DMCC	Subsidiary	100.00%	No
8	Kerovit Global Private Limited	Step-down subsidiary	85.00%*	No
9	Kajaria Adhesive Private Limited	Subsidiary	75.00%	No
10	Kajaria Surfaces Private Limited (Formerly known as Keronite Tiles Private Limited)	Subsidiary	90.00%	No
11	Kajaria Ramesh Tiles Limited	Joint Venture	50.00%	No

\*Diluted basis

## VI. CSR Details

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

ii. Turnover (in Rs.): 4,683 Crore

iii. Net worth (in Rs.): 2,744 Crore

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom 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		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, <a href="https://www.kajariaceramics.com/pdf/whistleblowing_policy.pdf">https://www.kajariaceramics.com/pdf/whistleblowing_policy.pdf</a>	0	0	None	0	0	None
Investors (Other than Shareholders)		0	0		0	0	
Shareholders		16	0		14	0	
Employees and Workers		0	0		0	0	
Customers		52	0		58	0	
Value Chain Partners		0	0		0	0	

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

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

S. No.	Material identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, Approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate Positive or negative implications)
Refer materiality assessment section in Integrated Annual Report					

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available	<a href="https://www.kajariaceramics.com/pdf/BusinessResponsibilityPolicy.pdf">https://www.kajariaceramics.com/pdf/BusinessResponsibilityPolicy.pdf</a>								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	We are committed to upholding the principles outlined in our Business Responsibility Policy and actively work to embed these values across our value chain. We aim to foster a culture of sustainability beyond our immediate operations by promoting ethical conduct, environmental stewardship, and social responsibility among our value chain partners								
4.	Name of the national and international codes/ certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusts) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>We have implemented various standards across our plants, ensuring compliance with international best practices, namely:</p> <ol style="list-style-type: none"> <li>1. ISO 9001:2015 for Quality Management System</li> <li>2. ISO 14001:2015 for Environmental Management System</li> <li>3. ISO 45001:2018 for Occupational Health &amp; Safety Management System</li> <li>4. ISO 22000:2005 for Preparation &amp; Serving of Vegetarian Food/ Non-Alcoholic Beverages for employees &amp; visitors in its canteen</li> <li>5. ISO 50001:2011- Energy Conservation</li> <li>6. Membership: India Green Building Council (IGBC)</li> <li>7. CE Certified Product</li> <li>8. BISL: ISI Certified product (IS15622/2017)</li> <li>9. CII-Green Products and Services Council Certified Entity Vitrified Tiles as Green Product</li> </ol>								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	We are dedicated to integrating Environmental, Social, and Governance (ESG) principles across our operations. Our aim is to create long-term sustainable value for all our stakeholders and contribute to a better future. This includes minimising our environmental footprint, fostering a safe, inclusive workplace where employees are valued, maintain positive relationship with communities and upholding the highest standards of ethical conduct and corporate governance								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	We have disclosed our ESG performance in relevant sections of this report								

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9										
Governance, leadership and oversight																				
7.	Statement by director Responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	We reaffirm our commitment to Environmental, Social, and Governance (ESG) related principles. We firmly believe that integrating these factors is not only our responsibility but also drives long-term value creation and resilience. This report reflects our ongoing efforts to minimise our environmental footprint, foster a safe and inclusive workplace, detail our engagement with communities, and demonstrate how we uphold the highest ethical standards in all our endeavours. We are dedicated to continuously improve our ESG related performance and believe in transparently communicating our progress																		
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Ashok Kajaria Chairman and Managing Director DIN: 00273877																		
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	Yes, our Business Responsibility and Sustainability Committee (“BRS Committee”) oversees the implementation of our Business Responsibility Policy and sustainability initiatives.																		
10.	Details of Review of NGRBCs by the Company:																			
Subject for Review		Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)									
		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	
Performance against above policies and follow up action		Y e s	Y e s	Y e s	Y e s	Y e s	Y e s	Y e s	Y e s	Y e s	Annually									
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances		Y e s	Y e s	Y e s	Y e s	Y e s	Y e s	Y e s	Y e s	Y e s	We track the compliance requirements of each regulatory authority and proactively ensure all compliances are in place before due date.									
11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9										
		We have not carried out independent audit / evaluation of working of the BR Policy by an internal or external agency as of now. However, our internal control procedures ensure periodic assessment of our operations to verify compliance to our policies and applicable regulations.																		

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)	-	-	-	-	-	-	-	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	-	-	-
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

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

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

### ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	5 (as part of Board meetings)	Trainings, updates and awareness sessions related to regulatory changes are conducted for the Board of Directors & KMPs. Topics includes:	100%
Key Managerial Personnel		<ul style="list-style-type: none"> <li>• Corporate Governance</li> <li>• Understanding of the Companies Act and amendments thereof</li> <li>• Risk Management</li> <li>• SEBI's regulations and circulars</li> <li>• Topics pertaining to Environmental, Health &amp; Safety</li> <li>• Ethics and Compliance including Code of conduct, compliance management</li> </ul>	
Employees other than BoD and KMPs	22	Trainings, updates and awareness sessions were given to employees included topics such as <ul style="list-style-type: none"> <li>• Employee Induction program covering key business aspects</li> <li>• Technical skills like using Excel and data tools</li> <li>• Leadership and management abilities,</li> <li>• Safety and compliance knowledge.</li> <li>• Workplace ethics</li> <li>• Anti-corruption and anti-bribery</li> <li>• POSH,</li> <li>• Understanding of environmental rules</li> <li>• Energy efficiency</li> </ul>	100%



Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Workers	24	<p>Trainings and awareness sessions were given to workers included topics such as</p> <ul style="list-style-type: none"> <li>Workers Induction program covering key operations aspect</li> <li>Technical aspects of operations and maintenance, including handling specific equipment</li> <li>Ensuring workplace safety (PPEs, fire safety, working in hot areas, working near machines etc)</li> <li>Handling emergencies,</li> <li>Health and well-being</li> <li>POSH</li> <li>Working ergonomically</li> <li>Ethical conduct</li> <li>Materials management</li> </ul>	100%

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

(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil
Non-Monetary					
Imprisonment	Nil	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil	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	Not applicable

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

Our Code of Business Conduct and Ethics, along with the Whistleblower Policy, reflects our commitment to maintaining the highest standards of integrity, ethical behaviour, and our stance against corruption and bribery. Our whistle-blower mechanism allows anyone in the Company to raise voice against any instances of unethical/fraudulent activities, improper behaviour etc.

Visit <https://www.kajariaceramics.com/pdf/CodeofBusinessConductEthics.pdf> to view our Code of Business Conduct and Ethics and [https://www.kajariaceramics.com/pdf/whistel\\_blowing\\_policy.pdf](https://www.kajariaceramics.com/pdf/whistel_blowing_policy.pdf) to view our Whistleblower Policy.

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

	FY 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	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**

	FY 2024-25	FY 2023-24
Number of days of accounts payables	41	36

**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 & 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	Not measured	Not measured
	b. Number of trading houses where purchases are made from	Not measured	Not measured
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Not measured	Not measured
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	91%	90%
	b. Number of dealers / distributors to whom sales are made	2,649	2,489
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	11%	9%

Parameter	Metrics	FY 2024-25	FY 2023-24
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	45%	46%
	b. Sales (Sales related parties / Total Sales)	Nil	Nil
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	80%	72%
	d. Investments (Investments in related parties / Total Investments made)	100%	94%

## LEADERSHIP INDICATORS

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

Total number of awareness programmes held	Topics / principles covered under the training	% Age of value chain partners covered (by value of business done with such partners) under the awareness programmes
4	<ul style="list-style-type: none"> <li>We organise multiple awareness sessions for our dealers encompassing</li> <li>Product knowledge and brand management</li> <li>Customer feedback</li> <li>Customer service excellence</li> <li>Implementation of digitisation initiatives</li> </ul>	38%

### 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, provisions related to Conflict of Interest are part of our Code of Business Conduct and Ethics ("Code"). All directors of the Company disclose their interests in any other company(s), firm(s), bodies corporate, or associations of individuals on an annual basis or whenever there is a change in their holdings. As mentioned in the Code, Board members must avoid and promptly disclose to the Company potential conflicts of interest regarding any matters concerning the Company. Any disclosure related to conflict of interest shall be done in writing and shall be submitted to the Company Secretary/Compliance Officer, who in consultation with the Managing Director, will communicate to the concerned person to take necessary action, as advised, to resolve / avoid the conflict, if any. Additionally, during Board meetings, Directors refrain from participating in discussions or decisions on matters in which they have a personal interest.

**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.**

	<b>FY 2024-25</b>	<b>FY 2023-24</b>	<b>Details of improvements in Environmental and social impacts</b>
R&D	Nil	Nil	Our R&D efforts focus on eco-friendly technologies such as use of recycled material, enhanced reuse of process waste and reducing freshwater consumption in our manufacturing process. Additionally, our cartons are made from eco-friendly paper with higher durability.
Capex	Nil	Nil	In the past we have implemented multiple initiatives to enhance our use of clean energy. Solar panels have been installed at our manufacturing facilities, and few of our facilities have entered into power purchase agreements (PPAs) and group captive arrangements to source renewable electricity. Additionally, we have made structural modifications to incorporate biomass as an alternative fuel.

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

We recognise the importance of sustainable sourcing and are committed to ensure responsible practices in our supply chain. We encourage our suppliers to follow environmentally and socially responsible practices in their operations. This is an ongoing journey, and we are dedicated to continuous improvement in this critical area.

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

At present, we are not tracking the percentage of inputs that were sourced sustainably. However, we keep guiding them towards becoming more sustainable.

- 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.**

Our products are built to last, with a long lifespan that reduces the need for frequent replacement. Since our products stay in use for many years, we currently do not see an immediate requirement to product reclamation processes.

- 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.**

EPR is not applicable to us. However, we are committed to manage our waste properly and we are following waste management guidelines as prescribed by respective pollution control boards.

## LEADERSHIP INDICATORS

- 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.
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We have not yet conducted any Life Cycle Assessment (LCA) studies; however, we acknowledge the importance of evaluating the environmental and social impacts of our products throughout their lifecycle

- 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
Not applicable		

- 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

We are committed to the practice of reusing input materials within our production processes wherever feasible. This allows us to conserve resources and reduce waste. However, we currently don't track the percentage of reused material to total material.

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

	FY 2024-25			FY 2023-24		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics including packaging)	Very small quantity of plastic is used in our packaging. There is no process of reclaiming it.			Very small quantity of plastic is used in our packaging. There is no process of reclaiming it.		
E-waste	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Hazardous waste	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Other waste	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

- 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
Nil	Nil

**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 (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Employees											
Male	2491	641	26%	2468	99%	0	0%	0	0%	0	0%
Female	99	22	22%	99	100%	99	100%	0	0%	0	0%
Total	2590	663	26%	2567	99%	99	100%	0	0%	0	0%
Other than Permanent Employees											
Male	2	0	0%	2	100%	0	0%	0	0%	0	0%
Female	0	0	0%	0	0%	0	0%	0	0%	0	0%
Total	2	0	0%	2	100%	0	0%	0	0%	0	0%

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Workers											
Male	2165	96	4%	2165	100%	0	0%	0	0%	0	0%
Female	39	0	0%	39	100%	39	100%	0	0%	0	0%
Total	2204	96	4%	2204	100%	39	100%	0	0%	0	0%
Other than Permanent Workers											
Male	2748	0	0%	239	9%	0	0%	0	0%	0	0%
Female	108	0	0%	45	42%	0	0%	0	0%	0	0%
Total	2856	0	0%	284	10%	0	0%	0	0%	0	0%

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

	<b>FY 2024-25</b>	<b>FY 2023-24</b>
Cost incurred on well-being measures as a % of total revenue of the company	0.04%*	0.03%*

\*Aligned as per the guidance mentioned in the "Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core"

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

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.)
PF	98%	63%	Yes	97%	54%	Yes
Gratuity	98%	96%	Not applicable	98%	88%	Not applicable
ESI	2%	17%	Yes	3%	18%	Yes

\*Permanent Workers only

**3. Accessibility of workplaces**

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

We are committed to an inclusive work environment, demonstrated by significant accessibility measures across our facilities. These include ramps, accessible restrooms and meeting spaces, and ergonomic workstations, ensuring ease of access for differently abled individuals. We actively foster a culture of inclusivity for all.

**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 ensure equal opportunities to our workforce and all eligible applicants for employment. We do not discriminate on any ground including age, caste, colour, nationality, ethnic origin, creed, gender, race, religion, disability or sexual orientation, or any other category protected by applicable law. Our Policy on Employee Wellbeing, which is part of Business Responsibility Policy includes provisions of equal opportunity practices in the Company. The policy can be viewed at <https://www.kajariaceramics.com/pdf/BusinessResponsibilityPolicy.pdf>

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	Not applicable	Not applicable	Not applicable	Not applicable
Female	100%	100%	100%	100%
Total	-	-	-	-

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, we have Grievance Redressal Mechanisms in place for all employees and workers. The mechanism includes a Standard Operating Procedure (SOP) for the management and timely redressal of our workforce's grievances. The access to SoP is available to everyone in the Company.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

	FY 2024-25			FY 2023-24		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>	2590	0	0%	2545	0	0%
Male	2491	0	0%	2457	0	0%
Female	99	0	0%	88	0	0%
<b>Total Permanent Workers</b>	2204	166	8%	1939	179	9%
Male	2165	166	8%	1870	179	10%
Female	39	0	0%	69	0	0

8. Details of training given to employees and workers (permanent only):

Category	FY 2024-25					FY 2023-24				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
	Employees									
Male	2491	1023	41%	268	11%	2457	401	16%	247	10%
Female	99	2	2%	0	0%	88	3	3%	-	0%
Total	2590	1025	40%	268	10%	2545	404	16%	247	10%
	Workers									
Male	2165	1009	47%	692	32%	1870	476	25%	772	41%
Female	39	15	38%	7	18%	69	40	58%	20	29%
Total	2204	1024	46%	699	32%	1939	516	27%	792	41%

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

Category	FY 2024-25			FY 2023-24*		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	2491	2491	100%	2457	2457	100%
Female	99	99	100%	88	88	100%
Total	2590	2590	100%	2545	2545	100%
<b>Workers</b>						
Male	2165	2165	100%	1870	1870	100%
Female	39	39	100%	69	69	100%
Total	2204	2204	100%	1939	1939	100%

\*Disclosures for FY 2023-24 has been restated basis recalculation



## 10 Health and safety management system:

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

We acknowledge that health and safety are vital for the Company. The provisions of health and safety for our workforce is part of our Policy for Employee Wellbeing. Our health and safety management system is designed to provide a safe and healthy work environment for all employees and workers. Aligned with guidelines of ISO 45001, we have implemented strong and comprehensive safety management systems across all our plants. Key features of our health and safety systems include:

- Our in-house safety officers regularly conduct safety assessments to proactively identify workplace hazards
- Subsequently, corrective and preventive actions are identified through assessments and implemented
- Updating health and safety management system basis adequacy, and effectiveness
- Conducting awareness campaigns and training sessions on topics like raw material handling, machine safety etc

### 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 follow a proactive approach to ensure workplace safety by routinely carrying out studies based on guidelines of Hazard Identification and Risk Assessment (HIRA) and Hazard and Operability (HAZOP) at our facilities. These assessments enable us to detect and address potential risks in our operations.

To manage safety and avoid hazards in daily operations, our approach involves identifying potential hazards through various means, such as analysing incident reports, near misses and feedback from our workforce. Once the information is received, we undertake risk assessment which includes evaluating risks based on factors like probability and impact, using a defined scale. For less frequent activities like maintenance or new projects, we perform dedicated impact assessment prior to starting the work followed by a risk mitigation plan to ensure safe operations.

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

We have processes in place in identifying and reporting work-related hazards. Our workforce receives targeted training to help them recognise and report potential risks, unsafe actions, and hazardous conditions in their work environment.

Additionally, we encourage our workforce to report potential risks, unsafe behaviour, and hazardous conditions without fear of retaliation to the EHS representative at each facility. This allows us to take proactive steps to maintain a safe and healthy work environment.

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

Our employees and workers at our offices and manufacturing locations have access to non-occupational medical and healthcare services.

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

Safety Incident/Number	Category	FY 2024-25	FY 2023-24@
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)*	Employees	0.45	0.31
	Workers	0.32	0.84
Total recordable work-related injuries#	Employees	1	1
	Workers	4	1
Number of fatalities	Employees	0	1
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

\*includes all injuries with minimum 24 hours away from workplace

#injuries with minimum 48 hours away from workplace

@Disclosures for FY 2023-24 has been restated basis recalculation

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

We are fully dedicated to maintaining a workplace that is safe and healthy. This commitment involves proactively identifying hazards, implementing effective safety measures, and ensuring our workforce is empowered to contribute to a secure environment. We aim for continuous improvement in our health and safety practices. Some of our initiatives taken us to ensure safe and healthy workplace includes

- We give regular trainings on health and safety to our workforce including daily toolbox talks.
- We conduct routine fire drills and emergency evacuation exercises.
- We have processes in place for reporting incidents, near misses, and unsafe conditions
- We have SoPs in place for correct use of Personal Protective Equipment (PPE), including masks, gloves, etc
- We encourage open communication without fear of consequences or retaliation.
- Our workforce is provided with scheduled breaks to prevent fatigue, burnout, etc.

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

	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 Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

**14. Assessments for the year:**

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

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

Not applicable

## Leadership Indicators

- 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).**

We have extended term insurance facility to our permanent employees and permanent workers in the event of death.

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

We comply with applicable deductions and deposits of statutory dues related to our transactions. They are regularly reviewed by our internal teams and external auditors from time to time. At the same time, we expect our value chain partners to uphold transparency, accountability, and ensure applicable deductions and deposits of statutory dues related of their transactions are in compliance.

- Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	Nil	Nil	Not applicable	Not applicable
Workers	Nil	Nil	Not applicable	Not applicable

- 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)**

As of now we do not have transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment

- 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	We recognise the importance of health and safety at our value chain partners. We expect them to ensure responsible business practices at their facilities.
Working Conditions	

- 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 value the support of our stakeholders and endeavour to maintain a cordial relationship and safeguard the interests of all the stakeholders. We engage with both internal and external stakeholders to understand their perspectives, take feedback, and address the issues that are important to them. Further to our Stakeholder Engagement conducted earlier, our key stakeholder are Investors, Dealers, Customers, Employees, Vendors, Government and Regulatory Bodies, Industry Bodies and Communities.

#### 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 & 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
Refer stakeholder engagement section of Integrated Annual Report				

### 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.

During our engagement with stakeholders, we understand and obtain their insights on economic, environment or social topics. All the insights are put together and discussed during Business Responsibility and Sustainability Committee meetings. On obtaining feedback from the Committee, we act upon the way forward plan.

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

Yes, we have engaged with our internal stakeholders to discuss risk and opportunities on topics pertaining to Environment, Social & Governance aspects. Our materiality assessment incorporated the environmental and social topics. This helps us in refining our approach on sustainability. Refer materiality section in the annual integrated report for details.

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

There are no identified disadvantaged, vulnerable & marginalised stakeholder groups

## 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)
<b>Employees</b>						
Permanent	2590	0	0%	2545	0	0%
Other than permanent	2	0	0%	5	0	0%
<b>Total Employees</b>	<b>2592</b>	<b>0</b>	<b>0%</b>	<b>2550</b>	<b>0</b>	<b>0%</b>
<b>Workers</b>						
Permanent	2204	0	0%	1939	0	0%
Other than permanent	2856	0	0%	2905	0	0%
<b>Total Workers</b>	<b>5060</b>	<b>0</b>	<b>0%</b>	<b>4844</b>	<b>0</b>	<b>0%</b>

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

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	2590	0	0%	2590	100%	2545	1	0	2544	99.99%
Male	2491	0	0%	2491	100%	2457	1	0	2456	99.99%
Female	99	0	0%	99	100%	88	0	0	88	100%
Other than Permanent	2	0	0%	2	100%	5	1	20%	4	80%
Male	2	0	0%	2	100%	5	1	20%	4	80%
Female	0	0	0%	0	0%	0	0	0	0	0
		Workers								
Permanent	2204	0	0%	2204	100%	1939	0	0	1939	100%
Male	2165	0	0%	2165	100%	1870	0	0	1870	100%
Female	39	0	0%	39	100%	69	0	0	69	100%
Other than Permanent	2856	676	24%	2180	76%	3178	774	24%	2404	76%
Male	2748	613	22%	2135	78%	3062	713	23%	2349	77%
Female	108	63	58%	45	42%	116	61	53%	55	47%

### 3. Details of remuneration/salary/wages

#### a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary / wages of respective category (in INR Lakhs)	Number	Median remuneration/ salary/ wages of respective category (in INR Lakhs)
Board of Directors (BoD)*	7	556.40	1	-
Key Managerial Personnel	2	223.77	0	-
Employees other than BoD and KMP	2,491	8.86	99	7.75
Workers	2,204	3.92	39	5.37

\*The Non-executive Directors of the Company are entitled for sitting fees only. The detail of remuneration of Non-executive Directors is provided in Corporate Governance Report and is governed by the Nomination and Remuneration. The sitting fees to Non-executive Directors is, therefore, not considered for the purpose above.

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	2.84%*	3.25%*

\*The definition of wages is aligned with the guidance mentioned in the "Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core.

### 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)

We are committed to upholding and respecting human rights throughout our operations. Our Business Responsibility and Sustainability Committee is responsible for addressing any human rights impacts or issues that our business may cause or contribute to. This Committee works in close coordination with respective business heads to identify, address, and resolve any human rights concerns linked to our operations.

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

We maintain a robust internal system for addressing human rights grievances. Our workers and employees are encouraged to report any human rights concerns to Head-HR or to their respective HR head, with the option of anonymous submission via designated boxes. The Business Responsibility and Sustainability Committee, in consultation with the Head-HR, analyses complaints based on their nature. The Committee then communicates decisions and recommendations to the individual involved, and to the relevant department for action. We guarantee fairness, confidentiality, timeliness, and due process in handling these grievances.

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

	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
Sexual Harassment	Nil	Nil	None	Nil	Nil	None
Discrimination at workplace	Nil	Nil		Nil	Nil	
Child Labour	Nil	Nil		Nil	Nil	
Forced Labour/ Involuntary Labour	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:**

	<b>FY 2024-25</b>	<b>FY 2023-24</b>
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 have strong measures in place to protect the complainant in discrimination and harassment cases. The measures include safeguarding complainants from threats, intimidation, retaliation and victimisation. Additionally, our measures ensure that complainant's employment status or promotions will not be affected if he/she reports any incident related to discrimination or harassment.

Additionally, our Whistleblower Policy also protects the complainant in case anyone reports unacceptable/improper practice and/or any unethical practice. The policy includes the following

- No unfair treatment will be meted out to the Whistle Blower
- Treat victimisation as a serious matter including initiating disciplinary action on such person/(s);
- Ensure complete confidentiality;
- Not attempt to conceal evidence of the Protected Disclosure;
- Take disciplinary action, if anyone destroys or conceals evidence of the Protected Disclosure made/to be made;
- Provide an opportunity of being heard to the persons involved especially to the subject

**9. Do human rights requirements form part of your business agreements and contracts?**

Human rights requirements are not included as contractual clauses in our business agreements; However, we actively encourage all our business associates to adhere to ethical practices and be fully comply with relevant laws and regulations.

**10. Assessments for the year:**

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Child labour	We are not conducting formal assessments on these topics; however, we are in compliance with all applicable laws and regulations.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	

**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.

During the reporting period, we did not receive any grievances or complaints/grievances on human rights. Consequently, no new business processes were introduced/modified.

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

We have not conducted any due diligence procedures for human rights issues during the year.

### 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?

In line with our commitment on ensuring accessibility to differently abled employees and workers as mentioned in Principle 3, we are committed to ensuring accessibility to differently abled visitors, demonstrated by significant accessibility measures across our offices and plants. These include ramps, accessible restrooms and meeting spaces, ensuring ease of access for differently abled visitors. We actively foster a culture of inclusivity for all.

### 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	We recognise the importance of human rights at our value chain partners. We expect them to ensure responsible business practices at their facilities.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others- please specify	

### 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 Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2024-25	FY 2023-24*
<b>From renewable sources</b>		
Total electricity consumption (A) (GJ)	1,08,095	66,456
Total fuel consumption (B) (GJ)	18,35,343	14,06,326
Energy consumption through other sources (C) (GJ)	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	19,43,438	14,72,782
<b>From non-renewable sources</b>		
Total electricity consumption (D) (GJ)	9,28,977	9,04,259
Total fuel consumption (E) (GJ)	60,91,802	57,73,702
Energy consumption through other sources (F) (GJ)	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	70,20,779	66,77,961
<b>Total energy consumed (A+B+C+D+E+F)</b>	89,64,217	81,50,743



Parameter	FY 2024-25	FY 2023-24*
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from operations) (GJ/INR)	0.00019	0.00018
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumption/ Revenue from operations adjusted for PPP) (GJ/US\$)	0.0040	0.0036
<b>Energy intensity in terms of physical output (GJ/sqm)</b>	0.10	0.10
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

No Independent assessment/ evaluation/ assurance was carried out for the reporting period.

\*Disclosures for FY 2023-24 has been restated basis recalculation

2. **Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

No, we are not a designated consumer of the PAT scheme.

3. **Provide details of the following disclosures related to water:**

Parameter	FY 2024-25	FY 2023-24
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	1,96,427	1,84,674
(ii) Groundwater	8,47,826	8,28,621
(iii) Third party water	4,79,224	3,24,456
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	15,23,477	13,37,751
<b>Total volume of water consumption (in kilolitres)</b>	15,23,477	13,37,751
Water intensity per rupee of turnover (Total Water consumed / Revenue from operations) (KL/Rs)	0.000033	0.000029
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption/ Revenue from operations adjusted for PPP) (KL/US\$)	0.00068	0.00067
<b>Water intensity in terms of physical output (KL/sqm)</b>	0.017	0.017
<b>Water intensity (optional)</b> – the relevant metric may be selected by the entity	-	-

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

No Independent assessment/ evaluation/ assurance was carried out for the reporting period.

4. **Provided the following details related to water discharged:**

Parameter	FY 2024-25	FY 2023-24
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	All our manufacturing facilities are equipped with Zero Liquid Discharge (ZLD) facility.	All our manufacturing facilities are equipped with Zero Liquid Discharge (ZLD) facility.
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment – please specify level of treatment *		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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

No Independent assessment/ evaluation/ assurance was carried out for the reporting period.

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

We are committed to water conservation practices at our facilities. Consequently, we have Zero Liquid Discharge mechanism in place across all our manufacturing facilities. The wastewater is treated at the STPs installed in our manufacturing facilities and subsequently reused in the process.

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	MT	Not measured	Not measured
SOx	MT	Not measured	Not measured
Particulate Matter (PM)	MT	Not measured	Not measured
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)		Not measured	
Hazardous air pollutants (HAP)			
Others- please specify			

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

No Independent assessment/ evaluation/ assurance was carried out for the reporting period.

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

Parameter	Unit	FY 2024-25	FY 2023-24*
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	4,37,311	4,13,590
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	1,87,602	1,80,393
<b>Total Scope 1 and Scope 2 emissions intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations) (tCO <sub>2</sub> e/INR)	-	0.000013	0.000013
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations adjusted for PPP) (tCO <sub>2</sub> e/US\$)	-	0.00028	0.00027
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b> (tCO <sub>2</sub> e/sqm)	-	0.0071	0.0074
<b>Total Scope 1 and Scope 2 emission intensity</b> (optional) – the relevant metric may be selected by the entity	-	-	-

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

No Independent assessment/ evaluation/ assurance was carried out for the reporting period.

\*Disclosures for FY 2023-24 has been restated basis recalculation

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

We are committed to actively reducing our greenhouse gas emissions across our operations through the following select initiatives

- Utilisation of biomass as fuel at our manufacturing locations
- Procurement of renewable electricity through installation of solar panels and Power Purchase Agreement (PPA) with third parties along with group captive arrangements.
- Installations of energy efficient technology leading to reduction in use of electricity in our manufacturing facilities. Refer CONSERVATION OF ENERGY under Annexure-6 of the Annual Report for details
- We have started using electric forklifts in few of our manufacturing locations for loading, unload and transport of materials.

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

Parameter	FY 2024-25	FY 2023-24*
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	1783.69	2,373.60
E-waste (B)	13.77	3.80
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	0.50	14.10
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	63.64	68.60
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	1,20,283.05	1,06,510.21
<b>Total (A+B + C + D + E + F + G + H)</b>	1,22,144.66	1,08,970.31
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations) (MT/INR)	0.0000026	0.0000024
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP) (MT/US\$)	0.000054	0.000054
<b>Waste intensity in terms of physical output (MT/sqm)</b>	0.0014	0.0014
<b>Waste intensity</b> (optional) – the relevant metric may be selected by the entity	-	-

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

<b>Category of waste</b>		
(i) Recycled	22,250.85	20,906.29
(ii) Re-used	83,856.12	88,064.02
(iii) Other recovery operations	-	-
<b>Total</b>	1,06,106.97	1,08,970.31

**For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)**

<b>Category of waste</b>		
(i) Incineration	-	-
(ii) Landfilling	16,037.68	-
(iii) Other disposal operations	-	-
<b>Total</b>	16,037.68	-

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

No Independent assessment/ evaluation/ assurance was carried out for the reporting period.

\*Disclosures for FY 2023-24 has been restated basis recalculation

**10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

We are committed to minimising waste generation across our operations. This includes efforts to reduce, reuse, and recycle materials. For remaining waste, we ensure waste is disposed in a responsible way. Some of the initiative on waste management include

- We have dedicated storage area for different type of waste (e-waste, battery waste hazardous and non-hazardous waste)
- Segregation of waste is done at source.
- Hazardous waste is categorised under Hazardous Waste Management Rules. It is sent to the authorised recyclers as per regulations.

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

S. 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			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes/No)	Relevant Web link
Not applicable as no EIA has been carried out during the current reporting period					

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

Yes, the Company is compliant with applicable laws, regulation, and guidelines.

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Not applicable				

## LEADERSHIP INDICATORS

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

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

- Name of the area: Gailpur (Tijara block) & Sikandrabad
- Nature of operations: Manufacturing of tiles
- Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25*	FY 2023-24*
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Groundwater	6,62,703	6,70,407
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (In kL)	6,62,703	6,70,407
Total volume of water consumption (In kL)	6,62,703	6,70,407
Water intensity per rupee of turnover (Water consumed / turnover)	0.000014	0.000015
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	All our manufacturing facilities are equipped with Zero Liquid Discharge (ZLD) facility.	All our manufacturing facilities are equipped with Zero Liquid Discharge (ZLD) facility.
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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

No Independent assessment/ evaluation/ assurance was carried out for the reporting period.

\*In FY 2023-24, site wise numbers were reported which are now grouped together.

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	Not estimated	Not estimated
Total Scope 3 emissions per rupee of turnover		Not estimated	Not estimated
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		Not estimated	Not estimated

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

**3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

Not applicable

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

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of initiative
1	Utilisation of process waste in production process	We re-use majority of broken tiles, sludge and other process waste back into our manufacturing process	Lower waste generation during manufacturing process
2	Rainwater harvesting	We have installed rainwater harvesting structures at in our manufacturing facilities in Gailpur, Sikandrabad, Malutana and Srikalahasti to replenish ground water	Rainwater harvesting has helped in lowering the withdrawal of fresh water
3	Renewable energy	Procurement of renewable electricity through installation of solar panels and Power Purchase Agreement (PPA) with third parties	Lowering GHG emissions of the Company
4	Renewable fuel	Utilisation of biomass as fuel in the kilns at our manufacturing locations	Lowering GHG emissions of the Company
5	Energy efficiency	Installations of energy efficient technology leading to reduction in use of electricity in our manufacturing facilities. Refer CONSERVATION OF ENERGY under Annexure-6 of the Director Report for details.	Lowering GHG emissions of the Company

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

We have a comprehensive business continuity and disaster management plan. It ensures our workforce is safe and our operations are not affected to adverse consequences, whether natural disasters or due to human interventions. Our Risk Committee is pivotal in managing our risk management strategies including disaster management and business continuity. Salient features of our business continuity and disaster management plan include

- Maintain uninterrupted business operations during disruptions.
- Minimise operational downtime and financial impact.
- Ensure a timely response to emergencies.
- Enable swift recovery following accidents and incidents.
- Safeguard human lives and Company assets.
- Mockdrills
- Knowledge exchange sessions

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

Not applicable

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

We recognise the importance of environment and sustainability at our value chain partners. We expect them to ensure responsible business practices at their facilities.

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

- a) By listed entity :- Nil
- b) By the top ten (in terms of value of purchases and sales respectively) value chain partners:- Nil

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

**ESSENTIAL INDICATORS**

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

9

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Federation of Indian Chamber of Commerce and Industry	Pan India
2	PHD Chamber of Commerce	Pan India
3	Indian Council of Ceramic Tile and Sanitaryware	Pan India
4	Bhiwadi Manufacturers Association	Bhiwadi
5	Sikandrabad Industries Association	Sikandrabad
6	Indian Industries Association	Pan India
7	Bhiwadi Chamber of Commerce and Industries	Bhiwadi
8	National Safety Council of India	Mumbai
9	Bhiwadi Integrated Industrial Association	Bhiwadi



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
None		

## LEADERSHIP INDICATORS

1. Details of public policy positions advocated by the entity:

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
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We are associated with various chambers of commerce/associations with an intention of mutual learning and contribution in development process. As and when required we put forth our views on the issues faced by the industry with respective business forums/chambers

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

### ESSENTIAL INDICATORS

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not applicable as no SIA was conducted					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not applicable						

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

We have strong grievance mechanism in place for receiving and addressing community complaints. We actively engage with local communities through various channels like visits, surveys, meetings, and outreach to understand their concerns and take appropriate action within defined timelines. Community members can also reach us through the messaging option of the “Contact Us” section on our website. We are committed to transparent communication and maintaining a continuous dialogue with communities to ensure our operations positively impact their social and economic well-being.

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	36%	30%
Sourced directly from within India	Not measured	Not measured

5. **Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/ on contract basis) in the following locations, as % of total wage cost**

Location	FY 2024-25	FY 2023-24
Rural	42%	48%
Semi-urban	0%	1%
Urban	15%	11%
Metropolitan	43%	40%

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

\*The definition of wages is aligned with the guidance mentioned in the "Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core.

### LEADERSHIP INDICATORS

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

Details of negative social impact identified	Corrective action taken
Not applicable	

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

S. No.	State	Aspirational District	Amount spent (In INR)
None			

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

We do not have a preferential procurement policy

- (b) **From which marginalised / vulnerable groups do you procure?**

We do not have a preferential procurement policy. Our existing procurement mechanism do not bifurcate between procurement from our partners

- (c) **What percentage of total procurement (by value) does it constitute?**

Not applicable

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

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
None				

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	Brief of the Case
Not applicable		

6. **Details of beneficiaries of CSR Projects**

S. No.	CSR Project	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalised groups
Please refer to director's report for CSR details			

**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.**

Customer satisfaction is at the centre of our business. Customer satisfaction is our greatest asset. We are dedicated to continuously improving our products and services, actively listening to their feedback to ensure we consistently meet and surpass customer expectations. We have a mechanism in place to receive feedback and complaints from our customers.

Our customers can share their concerns via our dedicated toll-free phone line or through the messaging option on our “Contact Us” page. We guarantee a thorough investigation of every complaint received to understand the root cause and provide a suitable solution. Our response to feedback shared and to address any complaint or any grievance by our customers is shared in a timely manner.

Additionally, we regularly organise feedback and awareness programs for our customers across various locations. All our dealers are advised to ensure that our customer complaints are addressed in the defined timeline.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	0
Safe and responsible usage	100%
Recycling and/or safe disposal	0

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

	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	None	Nil	Nil	None
Advertising	Nil	Nil		Nil	Nil	
Cyber-security	Nil	Nil		Nil	Nil	
Delivery of essential services	Nil	Nil		Nil	Nil	
Restrictive Trade practices	Nil	Nil		Nil	Nil	
Unfair Trade Practices	Nil	Nil		Nil	Nil	
Others	Nil	Nil		Nil	Nil	

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

	Number	Reasons for recall
Voluntary recalls	Nil	Not applicable
Forced recalls	Nil	Not applicable

**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 committed to maintaining robust cybersecurity through proactive measures and continuous vigilance to protect our data and systems. We have a framework in place on cyber security and risks related to data privacy along with mitigation measures. The framework to cybersecurity encompasses a comprehensive range of controls, including cyber risk assessment, security policies, physical and personnel security, asset management, access control, secure development, incident management, and adherence to industry best practices. This framework protects all information, data, software, hardware, and networks of the Company.

Our framework includes core strategies to mitigate cybersecurity risks, include

- Proactive Risk Management: Rigorously assessing and prioritising cyber risks based on their potential impact and likelihood.
- Empowered Workforce: Cultivating a security-aware culture through comprehensive training on password management, phishing identification, and adherence to security protocols.
- Layered Defence: Deploying robust firewalls, intrusion detection systems, and encryption to shield our network infrastructure and data in transit.
- Resilient Data: Regularly backing up critical data with secure, tested storage to ensure business continuity.
- Fortified Access: Implementing stringent access controls, granting users only the necessary permissions for their roles.
- Rapid Response Readiness: Maintaining and regularly testing a clear incident response plan for swift and effective action against cyber threats.
- Real-time Vigilance: Continuously monitoring network traffic and user activity to proactively detect and neutralise threats.

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

Not applicable

**7. Provide the following information relating to data breaches:**

**a. Number of instances of data breaches along-with impact**

Nil

**b. Percentage of data breaches involving personally identifiable information of customers**

Nil

**c. Impact, if any, of the data breaches**

Not applicable

## LEADERSHIP INDICATORS

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

Our customers have the access about our products and services on the Company's website. Furthermore, we disseminate information to customers through our dealer network, display boards, exhibitions, catalogues, advertisements, and more.

Our product can be viewed at <https://www.kajariaceramics.com/>

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

We have implemented measures to keep our customers clearly informed about using our products safely and responsibly. The measures include putting clear instructions and warnings directly on our packaging for safe and responsible use. Additionally, our customer care shares best practices and safety measures via telephone call. We also inform about safe and responsible usage of products through social media and website updates.

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

This question is not applicable since none of our products are categorised as essential services

**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 entity or the entity as a whole? (Yes/No)**

None