

## ANNEXURE II

# Business Responsibility Report

[See Regulation 34(2)(f)]

### SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1. Corporate Identity Number (CIN) of the Company: L72200TG1999PLC032836
2. Name of the Company: MTAR TECHNOLOGIES LIMITED
3. Registered address: 18, Technocrats Industrial Estate, Balanagar, Hyderabad, Telangana-500037
4. Website: www.mtar.in
5. E-mail id: info@mtar.in
6. Financial Year reported: 2020-2021
7. Sector(s) that the Company is engaged in (industrial activity code-wise): NIC Code - 30305
8. List three key products/services that the Company manufactures/provides(as in balance sheet):

The Company offers products and customized precision engineering solutions and caters to customers in strategic sectors including Civil Nuclear Power, Space & Defence and Clean energy. The company is a one stop solution for all manufacturing processes such as advanced machining, specialized fabrication, assembly and testing, surface treatment and special processes. The following are key products/services provided by the company

- i.) Precision and high-performance systems and assemblies with applications in propulsion, energy conversion, sensing and controlling mechanisms
  - ii.) Precision Engineered components
  - iii.) High capability Manufacturing services like surface treatment, heat treatment, fabrication etc.
9. Total number of locations where business activity is undertaken by the Company
    - (a) Number of International Locations (Provide details of major 5) – None
    - (b) Number of National Locations:

S. No	Name of the Unit	Address
1.	Unit - 1	18, Technocrats Industrial Estate, Balanagar, Hyderabad - 500037 Telangana
2.	Unit - 2	Survey No. 149/P, IDA, Jagadgirigutta Road, Gandhinagar, Hyderabad-500037, Telangana
3.	Unit - 3	Plot No. 97 & 100A, Co-operative Industrial Estate, (E.P), Gandhinagar, Hyderabad - 500037, Telangana.
4.	Unit - 4	B-34, EEIE, Balanagar Township, Hyderabad - 500037, Telangana.
5.	Unit - 5	58/C, PHASE-1, IDA JEEDMETLA, Hyderabad - 500055, Telangana.
6.	EOU	Jagadgiri Gutta Road, Gandhinagar, Balanagar, Hyderabad 500 037, Telangana, India.
7.	Unit - 6	Plot No. 1B Sy No.656/A Samuha Aero Space Park, Adibatla, Hyderabad

10. Markets served by the Company – Local, State, National and International

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

1. Paid up Capital (Rs.) - Rs. 30,75,95,910/- divided into 3,07,59,591 equity shares of Rs. 10/- each.
2. Total Turnover (Rs.) – Rs. 2464.32 Mn
3. Total profit after taxes (Rs.) - Rs. 460.83 Mn
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%) – Around 2% has been spent in respect of FY 18, FY 19 and FY 20. We will deploy around 2% of the Net Profit for FY 2020-21 also in CSR activities.
5. List of activities in which expenditure in 4 above has been incurred:-
  - (a) Education
  - (b) Healthcare and Society Welfare

**SECTION C: OTHER DETAILS**

1. Does the Company have any Subsidiary Company/ Companies? : Yes
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): No. The subsidiary company is not yet operational.
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%] : No

**SECTION D: BR INFORMATION:**

1. Details of Director/Directors responsible for BR
  - (a) Details of the Director/Director responsible for implementation of the BR policy/policies
    1. DIN Number : 00359139
    2. Name : P. Srinivas Reddy
    3. Designation : Managing Director
  - (b) Details of the BR head

No.	Particulars	Details
1	DIN Number (if applicable)	00359139
2	Name	P. Srinivas Reddy
3	Designation	Managing Director
4	Telephone number	040 - 44553333
5	e-mail id	srinivas@mtar.in

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

**a) Details of compliance (Reply in Y/N):** Yes

No.	Questions	P1 Ethics	P2 Product Lifecycle sustainability	P3 Employee Wellbeing	P4 Stakeholder Engagement	P5 Human Rights	P6 Environment	P7 Policy Advocacy	P8 Equitable Develop- ment	P9 Customer Value
1	Do you have a policy/ policies for....	Yes, it has been comprehensively covered under the code of conduct.	Yes. The Environment, Occupational Health and Safety (EOHS) policy addresses product life cycle sustainability	Yes. Our code of conduct and The Environment, Occupational Health and Safety (EOHS) addresses Employee wellbeing	Yes. Our Environment, Occupational Health and Safety policy addresses stakeholder engagement	Yes	Yes	Not applicable	Yes.	Our Environment, Occupational Health and Safety policy, ethics and code of conduct cover this
2	Has the policy being formulated in consultation with the relevant stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	Not applicable	Yes	Yes
3	Does the policy conform to any national / international standards? If yes, specify? (50 words)	We have adopted a code of conduct policy which covers all the stakeholders and conforms to international and national standards	We benchmark with industry practices at national and global levels.	We abide by all the labour laws in India	We benchmark with industry practices at national and global levels.	We conform to national and global standards	The policy is in line with the national standards	Not applicable	The policy is in line with the national standards	We conform to national and global standards
4	Has the policy being approved by the Board?  If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Policies mandated by statutory requirements are approved by the Board. All other policies are approved by the MD of the company.	Policies mandated by statutory requirements are approved by the Board. All other policies are approved by the MD of the company.	Policies mandated by statutory requirements are approved by the Board. All other policies are approved by the MD of the company.	Policies mandated by statutory requirements are approved by the Board. All other policies are approved by the MD of the company.	Policies mandated by statutory requirements are approved by the Board. All other policies are approved by the MD of the company.	Policies mandated by statutory requirements are approved by the Board. All other policies are approved by the MD of the company.	Not applicable	Policies mandated by statutory requirements are approved by the Board. All other policies are approved by the MD of the company.	Policies mandated by statutory requirements are approved by the Board. All other policies are approved by the MD of the company.
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Yes. The responsibility lies with the MD of the company	Yes. The responsibility lies with the MD of the company	Yes. The responsibility lies with the MD of the company	Yes. The responsibility lies with the MD of the company	Yes. The responsibility lies with the MD of the company	Yes. The responsibility lies with the MD of the company	Not applicable	Yes. The responsibility lies with the MD of the company	Yes. The responsibility lies with the MD of the company
6	Indicate the link for the policy to be viewed online?	<a href="http://www.mtar.in">www.mtar.in</a>	<a href="http://www.mtar.in">www.mtar.in</a>	<a href="http://www.mtar.in">www.mtar.in</a>	<a href="http://www.mtar.in">www.mtar.in</a>	<a href="http://www.mtar.in">www.mtar.in</a>	<a href="http://www.mtar.in">www.mtar.in</a>	Not applicable	<a href="http://www.mtar.in">www.mtar.in</a>	<a href="http://www.mtar.in">www.mtar.in</a>
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes. All the policies are uploaded on website	Yes. All the policies are uploaded on website	Yes. All the policies are uploaded on website	Yes. All the policies are uploaded on website	Yes. All the policies are uploaded on website	Yes. All the policies are uploaded on website	No	Yes. All the policies are uploaded on website	Yes. All the policies are uploaded on website

No.	Questions	P1 Ethics	P2 Product Lifecycle sustainability	P3 Employee Wellbeing	P4 Stakeholder Engagement	P5 Human Rights	P6 Environment	P7 Policy Advocacy	P8 Equitable Develop- ment	P9 Customer Value
8	Does the company have in-house Structure to implement the policy/ policies.	Yes	Yes	Yes	Yes	Yes	Yes	Not Applicable	Yes	Yes
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Yes	Yes. The Co. has a dedicated officer i.e, Company Secretary and Compliance Officer	Yes	Yes. The Co. has a dedicated officer i.e, Company Secretary and Compliance Officer	Yes	Yes	Not Applicable	Yes	Yes. The Co. has a dedicated officer i.e, Company Secretary and Compliance Officer
10.	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	No	No	No	No	No	No	Not Applicable	No	No

**b. If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options) : Not Applicable**

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									
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)									

### 1. 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: **Annually**
- (b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?: **The BR report forms part of the Annual Report of the Company which is published annually and it can be viewed on [www.mtar.in](http://www.mtar.in)**

**SECTION E: PRINCIPLE-WISE PERFORMANCE**

**Principle 1 – Ethics, Transparency & Accountability**

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

Yes. The Code of Conduct of the company which enshrines policies relating to ethics, bribery and corruption covers our employees and all stakeholders including board of directors, our wholly owned subsidiary, suppliers, contractors and business partners.

**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.**

We interact with relevant stakeholders including customers and suppliers regularly to address any concerns. We have not received any complaints related to ethics, bribery or corruption from any stakeholders in the last financial year.

**Principle 2 – Product Lifecycle Sustainability**

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

- (a) Bloom SOFC and Hydrogen units
- (b) Ball Screws
- (c) Water Lubricated Bearings

**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:

**Bloom Hot Boxes**

We supply SOFC hot boxes (power units) for Fuel cell applications to Bloom Energy USA. Fuel cells generate power from Methane. This source has 66.66% less carbon footprint compared to thermal power plants.

We have also adopted lean methodology that resulted in savings in terms of raw material, and energy consumption. Also, we have indigenized fins which we were previously importing from Japan. This has led to reduction in transportation and shipping, thus reducing our carbon footprint.

Recently we have developed prototypes for Hydrogen boxes and electrolyzers in collaboration with Bloom Energy. Hydrogen boxes use hydrogen to generate power that contribute to further reductions in emissions as compared to SOFC units. We have developed a prototype

of Electrolyzers in collaboration with Bloom Energy that produce green hydrogen from steam. In addition, during the manufacturing of SOFC and hydrogen units we are recruiting apprentices from local colleges and training them on various manufacturing technologies, and absorbing some of them post the training, thereby contributing to the development of local skilled talent during our product lifecycle

**Ball Screws**

MTAR has indigenized Ball Screws that find application in diverse sectors such as Civil Nuclear Power, Defence and Space. Over the years we have achieved a significant product cycle time reductions in the entire manufacturing process by process improvements which has resulted in energy as well as resource savings. Further, till date MTAR is the sole supplier of customized precision ball screws in India, eliminating the need for organizations of national strategic importance such as NPCIL, ISRO to import the same; thereby reducing their project timelines as well as preventing emissions through shipments.

**Water Lubricated Bearings**

MTAR has indigenized Water Lubricated Bearings used in Pressurized Heavy Water Nuclear Reactors in Civil Nuclear power. Over the years we have achieved a significant product cycle time reduction through process improvements that have resulted in reduced energy savings as well as resource consumption. MTAR continues to be the sole supplier of WLBs to NPCIL, thereby preventing the emissions through shipments because of import of the products.

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

Not applicable

**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.

We have always emphasized on sustainable sourcing and ensured more than 95% of the raw materials and finished goods shipments are through sea with very minimal requirement of air shipments that reduces emissions. In addition, as a standard operating procedure, our supply chain team practices volume consolidation to import multiple raw material in a single shipment. Lead time and minimum order quantities are evaluated well in advance in order to minimize the number of shipments and get the shipments through sea. We also try and reuse transportation containers for up to 5 to 10 shipments so as to minimize the requirement for containers.

**Assisting vendors to get qualified:**

We are also assisting vendors to get qualified as customers have stringent quality requirements in the sectors we operate

in. Our supply chain teams visit vendors and train them in the manufacturing processes, quality related issues as well as sustainable practices on a regular basis.

**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?

We procure substantial input materials and services from local & small producers including communities surrounding our place of work. More than 50% domestic material procurement is from small and local producers. Also, we take all the necessary steps to improve their capacity and capability by helping them meet the qualification criteria as per prescribed quality standards and support them in improving their capabilities as per our customer as well as our policy requirements.

**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.**

We dispose most of our waste which comes in the form of metal shavings and machining scrap to vendors who then re-melt the same for re-use, thereby leading to conservation of natural resources. Also, our products are transported in biodegradable plywood cartons that are re-usable.

**Principle 3 – Employee Wellbeing**

Employee Wellbeing is covered under the Company's policies relating to the Code of Conduct, EOHS as well as Human Rights and treating employees fairly is central to the MTAR value system. We do not employ any child labour and have a structured redressal system for addressing employee harassment including sexual harassment.

- Please indicate the Total number of employees: **1176 (Excluding Contractual Employees)**
- Please indicate the Total number of employees hired on temporary/contractual/casual basis: **277 Employees**
- Please indicate the Number of permanent women employees: **09 Employees**
- Please indicate the Number of permanent employees with disabilities: **Nil**
- Do you have an employee association that is recognized by management: **Yes. We have a Workers Union, duly recognized by the Management.**
- What percentage of your permanent employees is members of this recognized employee association? **46.93%**
- 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. **NIL**

No	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1	Child labour/ forced labour/ involuntary labour	NIL	NIL
2	Sexual harassment	NIL	NIL
3	Discriminatory employment	NIL	NIL

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

- |  |       |
|--|-------|
| (a) Permanent Employees                    | : 65% |
| (b) Permanent Women Employees              | : 90% |
| (c) Casual/Temporary/Contractual Employees | : 72% |
| (d) Employees with Disabilities            | : NA  |

**Principle 4 – Stakeholder Engagement**

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

Yes, we have mapped our internal and external stakeholders.

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

Yes, we have identified disadvantaged, vulnerable and marginalized stakeholders and the Company has also initiated certain interventions for them.

**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.**

We believe businesses must enhance their capabilities to fulfill stakeholder aspirations through greater engagement. We strive to build lasting bonds with all our stakeholders and protect their interests, especially disadvantaged and vulnerable stakeholders including kin of deceased employees, women employees, Covid affected / the sick and ailing, economically disadvantaged students to name a few. Below table gives detailed engagement for each group :

Key Stakeholders	Engagement Platforms
<b>Employees</b>	
Employees are the key drivers of growth in our organisation and we believe that our employees are an inclusive, and empowering workplace, with freedom to innovate and grow not just as professionals but as individuals also.	MD/CEO communications, Communication and Training Sessions with Unit Heads, Training Programs, employee-centric initiatives like COVID vaccination etc. We have planned to take up more employee welfare initiatives in FY 2021-22

Key Stakeholders	Engagement Platforms
<b>Investors</b> We understand that our investors and shareholders are not only investing financial capital but also their trust in us. Accordingly, adding investor / shareholder value is one of our key objectives.	Monthly board MIS prior to listing, E mail Communications, Annual reports, Analyst meets post listing, official news releases and presentations.  <b>Upcoming:</b> Quarterly results, earnings calls
<b>Society</b> Communities, especially the economically weaker sections of society, the sick and ailing, young disadvantaged students etc.	We are contributing to childcare, education and health through our partners like St. Jude Children Cancer hospital, Red Cross, Teach for India and GiveRed and we have initiated the relationship building programs. In addition, we recruit apprentices from college and train them on various manufacturing technologies and we carry out relationship building programs through colleges
<b>Customer and Partners</b> Customers, suppliers and vendors who support various aspects of our business	Customers: Regular Business Meetings  Suppliers and Vendors: Vendor and supplier in-person meets, strategic business partner training and development

**Principle 5 – Employee Wellbeing**

**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 on human rights covers all stakeholders.

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

We have not received any stakeholder complaints in FY 2020-21 except a few complaints that were received from the shareholders relating to the Initial Public Offer (IPO) which were addressed and resolved.

**Principle 6 – Environment**

**1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.**

We have a well-defined Environment, Occupational Health and Safety Policy in place and the same covers all stakeholders.

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

Yes. Environment has always been a key focus for the Company. Our strategy to address global environmental issues encompasses products, processes and systems that contribute to the reduction of global carbon emissions. Our Environment, Health and Safety Policy and Energy Conservation Policy together address global environmental concerns. We believe in continuous improvement in this aspect and aim to be a 100% ESG compliant company. The policies have been communicated to our stakeholders and are available on our website.

**Products**

We supply SOFC hot boxes for fuel cells to Bloom Energy that use methane to generate electricity and this process generates 66.6% less carbon emissions as compared to conventional thermal power plants. We have also recently developed hydrogen boxes that take hydrogen as input to generate power in collaboration with Bloom Energy and the power generation process is completely carbon neutral. Electrolyzers developed by us in collaboration with Bloom Energy generate green hydrogen from steam. More than 50% of our revenues are derived from Clean Energy. Going forward we want to increase our wallet share from existing clients in Clean Energy and add new clients in Clean Energy, thereby contributing to reduction in global carbon footprint and greenhouse emissions.

**Processes and Systems**

We have adopted lean methodology in shop floor for SOFC products to achieve cycle time reductions resulting in energy conservation and reduced resource consumption. As a part of the effort we have indigenized some components that we were earlier importing from abroad that has resulted in reduction of emissions by avoiding transportation. We have also recently got certified for ISO 14001:2015 Environmental Management System for our export-oriented unit and Unit 2. We plan to get certified for our other units as well in the near future. As part of our green initiative as well as thrust towards renewable energy, we are planning to set up solar rooftop panels across all the units for captive power generation.

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

Yes. We being an ISO 14001:2015 (Unit 2 & EOU) certified Company, undertake Hazard Identification and Risk Assessment for various processes. Apart from internal audits, we are also subject to various audits and inspections by the statutory authority from time to time. By virtue of being in the metal manufacturing space, our manufacturing processes generate negligible effluents. We are taking up various initiatives such as setting up of solar rooftop panels to reduce our energy consumption through captive generation of clean and renewable energy.

**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?**

No, we have not filed any projects under Clean Development Mechanism programme.

- 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.**

Some of our products and their development are our major contribution towards clean technology. As mentioned earlier, more than 50% of our revenues are generated from Clean Energy and we manufacture SOFC and hydrogen boxes that are part of clean technology in collaboration with Bloom Energy, USA. We also cater to the hydel-power sector in clean energy. <https://mtar.in/clean-energy/>

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

Yes, the emissions generated by our firm are within the permissible limits. All our operations are certified by the Telangana State Pollution Control Board.

- 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.**

We do not have any outstanding notices from CPCB / SPCB as on end of financial year FY 2020-21.

#### Principle 7 – Policy Advocacy

The Company is a member of trade chambers or associations and the major ones are listed hereunder.

- 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:**

- Confederation of Indian Industry
- Society of Indian Defence Manufacturer
- The Federation of Telangana Chambers of Commerce and Industry

- 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)**

While we participate on these platforms and advocate public good in general, we have not lobbied through the same.

#### Principle 8 – 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 strives to contribute towards Equitable Development through various partnering organisations and NGOs already active in the field. We are focusing on social

development programmes and inclusive growth. We are primarily involved in the fields of healthcare, child welfare and education. Some of our key programs towards equitable development are listed below :

#### Child Welfare:

We strongly believe that children are a nation's assets and the nation's future depends upon them. Hence, we have chosen child welfare as a key element of our corporate social responsibility strategy and have partnered with St. Jude India Childcare Centre, an NGO that works to save lives of children suffering from chronic illnesses such as Cancer. We have contributed Rs. 2.5 Mn to St. Jude India Childcare Centre in FY 2020-21.

#### Education

We believe in nurturing today's young talent to build tomorrow's nation and have partnered with Teach for India that works to groom young talent in India's low-income schools. We have contributed Rs. 2.5 Mn towards this initiative. Also, we recruit apprentices for Export Oriented Unit and train them on various manufacturing technologies to contribute towards social skill development

#### Health

A health society contributes to the productivity of the businesses and the Nation. Hence, we have partnered with Red Cross that works to save patients by providing them with blood, platelets etc. in life threatening situation. We have contributed Rs. 1.0 Mn towards establishment of a Red Cross facility at Medchal – Malkajgiri district. Also, we have partnered with GiveRed, an NGO that works to help patients affected with COVID by meeting their medical needs and contributed Rs. 1.0 Mn towards this initiative.

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

Our initiatives are currently driven through our NGO partner organisations such as St.Jude India Childcare Centre, GiveRed, and Teach for India. Skill development of Apprentices at our Export Oriented Unit is our internal initiative.

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

We have started community development initiatives through our partner organizations in FY 2020-21 hence, it is too early to have a meaningful impact assessment right now. We will be measuring the impact of our initiatives and redesign our roadmap from FY 22.

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

Our company's direct contribution to community development is Rs. 7.0 Mn for the last FY (2020-21). We spent Rs. 1.0 Mn towards COVID care, Rs. 2.5 Mn towards childcare, Rs. 1.0 Mn towards health and Rs. 2.5 Mn towards education. Please refer to CSR report for details of our contribution and partner organisations.



**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.**

Our experienced partner organizations have dedicated teams as well as volunteers to ensure the outreach of our initiatives to the target segment. As such in the chosen segments of our initiatives, in most cases the beneficiaries are badly in need of the support extended. Hence, the possibility of rejection of the same by the community or beneficiary is significantly limited. At the same time, we regularly interact with our partner organisations to track the progress and status of the various initiatives.

**Principle 9 – Customer Value**

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

We don't have any pending consumer complaints towards the end of FY 2020-21.

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

Not Applicable.

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

No. There are no cases filed against the company

**4. Did your company carry out any consumer survey / consumer satisfaction trends? –**

Owing to our very niche products and limited customer base, there are on-going customer interactions as well as joint inspections during the process of manufacture of each of our products. The entire cycle right from raw material sourcing to final acceptance of finished product by the customer involves a series of interaction, feedback as well as customer approval at every stage. In addition, our business heads routinely interact with customers and receive feedback from them on a regular basis. We have received various letters of appreciation, citations and awards from our customers.