



# RAMKRISHNA FORGINGS LIMITED

Date: 7 August, 2024

To The Listing Department <b>BSE Limited</b> Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001  <b>BSE SCRIP CODE: 532527</b>	To The Listing Department <b>National Stock Exchange of India Limited</b> “Exchange Plaza” C-1, Block G, Bandra-Kurla Complex, Bandra (E), Mumbai- 400 051  <b>NSE SYMBOL: RKFORGE</b>
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Dear Sir/Madam,

**Sub: Business Responsibility and Sustainability Report for the Financial Year 2023-24**

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the **Business Responsibility and Sustainability Report (“BRSR”)** of the Company for the **Financial Year 2023-24** which forms an integral part of the Annual Report for the Financial Year 2023-24, which has circulated today, i.e. Wednesday, 7 August, 2024 to the shareholders of the Company at their registered email addresses.

Copy of the same is also available on the website of the Company at [www.ramkrishnaforgings.com](http://www.ramkrishnaforgings.com).

Request to kindly take the same into record.

Thanking you.

Yours faithfully,  
**For Ramkrishna Forgings Limited**

**Rajesh Mundhra**  
Company Secretary  
& Compliance Officer  
ACS: 12991



Encl.: As above



REGISTERED & CORPORATE OFFICE

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CIN NO. :L74210WB1981PLC034281



# **Business Responsibility & Sustainability Report FY 2023-24**



## Business Responsibility & Sustainability Report for the Financial Year 2023-24

### Section A: General Disclosures

#### Section B: Management and Process Disclosures

#### Section C: Principle-wise Performance Disclosures

<b>Principle 1</b>	Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable
<b>Principle 2</b>	Businesses should provide goods and services in a manner that is Sustainable and Safe
<b>Principle 3</b>	Businesses should respect and promote the Well-Being of all Employees, including those in their Value Chains
<b>Principle 4</b>	Businesses should respect the interests of and be responsive to all their Stakeholders
<b>Principle 5</b>	Businesses should respect and promote Human Rights
<b>Principle 6</b>	Businesses should respect and make efforts to protect and restore the Environment
<b>Principle 7</b>	Businesses when engaging in influencing Public and Regulatory Policy, should do so in a manner that is Responsible and Transparent
<b>Principle 8</b>	Businesses should promote inclusive Growth and Equitable Development
<b>Principle 9</b>	Businesses should engage with and provide value to their Consumers in a Responsible Manner

### SECTION A: GENERAL DISCLOSURES

#### I. Details of listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L74210WB1981PLC034281
2.	Name of the Listed Entity	Ramkrishna Forgings Limited ("RKFL"/"the Company")
3.	Year of Incorporation	12 November 1981
4.	Registered Office address	23, Circus Avenue, 9th Floor, Kolkata – 700017
5.	Corporate address	23, Circus Avenue, 9th Floor, Kolkata – 700017
6.	E-mail	<a href="mailto:secretarial@ramkrishnaforgings.com">secretarial@ramkrishnaforgings.com</a>
7.	Telephone	(033) 7122 0900 / (033) 4082 0900
8.	Website	<a href="http://www.ramkrishnaforgings.com">www.ramkrishnaforgings.com</a>
9.	Financial year for which reporting is being done	Financial Year 2023-24
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11.	Paid-up Capital	Rs. 3,615.52 Lakhs
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries in the BRSR report	Mr. Rajesh Mundhra, Company Secretary & Compliance Officer Phone: 033 - 7122 0900 Email: <a href="mailto:secretarial@ramkrishnaforgings.com">secretarial@ramkrishnaforgings.com</a>
13.	Reporting boundary	The disclosures under this report are made on a Standalone basis
14.	Name of assurance provider	Not Applicable
15.	Type of assurance obtained	Not Applicable

#### II. Products/services

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

Sl. No.	Description of Main Activity	Description of Business Activity	% Of Turnover of the entity.
1	Forged Products	Manufacture different types of metal and metal products	95.96%

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

Sl. No.	Product/Service	NIC Code	% Of Total Revenue from Operations contributed
1.	Steel Forgings including Front Axles Beams, Crown Wheels and Knuckles	259	95.96%

**Business Responsibility & Sustainability Report** for the Financial Year 2023-24**18. Products/Services sold by the entity (accounting for 90% of the entity's Revenue from Operations):**

Location	Number of Plants	Number of OSffices	Total
National	6	7	13
International	0	6	6

**19. Markets served by the entity****a) Number of locations:**

Locations	Number
National (No. of States)	20
International (No. of Countries)	22

**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 Total Turnover of the Company during the Financial Year 2023-24 is 42.49%.

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

The Company is one of India's leading forging technology company, manufacturing and supplying highly engineered, mission critical automotive and non-automotive components with complete one-stop integrated solutions.

The Company caters to Original Equipment Manufacturers ("OEMs") and Tier-1 automotive companies in the automotive sector in domestic and overseas market, with a primary focus on the commercial vehicle segment namely Heavy, Medium & Light and also Passenger Vehicle Segment in addition to Railways, Oil and Gas Exploration companies, Farm Equipment Manufacturers, general engineering companies, steel plants, earthmoving and mining companies in the non-automotive sector and has also expanded the product portfolio to include products for the Electric Vehicle ("EV") segment.

**IV. Employees****20. Details as at the end of the Financial Year****a) Employees and Workers (including differently abled):**

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
	<b>EMPLOYEES</b>					
1.	Permanent (D)	1,364	1,319	97%	45	3%
2.	Other than Permanent (E)			NIL		
3.	<b>Total employees (D + E)</b>	<b>1,364</b>	<b>1,319</b>	<b>97%</b>	<b>45</b>	<b>3%</b>
	<b>WORKERS</b>					
4.	Permanent (F)	1,190	1,190	100%		NIL
5.	Other than Permanent (G)	5,508	5,439	99%	69	1%
6.	<b>Total workers (F + G)</b>	<b>6,698</b>	<b>6,629</b>	<b>99%</b>	<b>69</b>	<b>1%</b>

**b. Differently abled Employees and workers:**

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
	<b>DIFFERENTLY ABLED EMPLOYEES</b>					
1.	Permanent (D)					
2.	Other than Permanent (E)			NIL		
3.	<b>Total differently-abled employees (D + E)</b>					
	<b>DIFFERENTLY ABLED WORKERS</b>					
4.	Permanent (F)					
5.	Other than permanent (G)			NIL		
6.	<b>Total differently abled workers (F + G)</b>					



## Business Responsibility & Sustainability Report for the Financial Year 2023-24

### 21. Participation/Inclusion/Representation of women as at the end of Financial Year:

Particulars	Total (A)	No. and percentage of females	
		No. (B)	% (B / A)
Board of Directors (BoD)	14	1	7%
Key Management Personnel (KMP)	5	NIL	NIL

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

Particulars	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	11%	16%	11%	12%	12%	12%	9%	19%	9%
Permanent Workers	4%	NIL	4%	2%	NIL	2%	2%	NIL	2%

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

### 23. (a) Names of holding/subsidiary / associate companies / joint ventures as on 31 March, 2024:

Sl. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ subsidiary/ associate company/ 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.	Globe All India Services Limited	Subsidiary	100%	No
2.	Ramkrishna Forgings LLC	Subsidiary	100%	No
3.	Multitech Auto Private Limited (w.e.f 25 August, 2023)	Subsidiary	100%	No
4.	Mal Metalliks Private Limited (w.e.f 25 August, 2023)	Step-down Subsidiary	100%	No
5.	Ramkrishna Casting Solutions Limited (erstwhile JMT Auto Limited (w.e.f 18 November, 2023)#	Subsidiary	100%	No
6.	ACIL Limited w.e.f 19 February, 2024)	Subsidiary	100%	No
7.	Ramkrishna Titagarh Rail Wheels Limited (w.e.f 9 June, 2023)	Joint Venture	51%	No

\*RKFL Engineering Industry Private Limited has been merged with JMT Auto Limited w.e.f 18 November, 2023 and Ramkrishna Aeronautics Private Limited has been merged with ACIL Limited w.e.f 20 February, 2024 pursuant to respective Hon'ble NCLT Orders under the Insolvency and Bankruptcy Code, 2016.

#The name of JMT Auto Limited has changed to Ramkrishna Casting Solutions Limited w.e.f 14 May, 2024.

## VI. CSR Details

### 24. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: Yes

- (ii) Turnover (in Rs.): Rs. 3,48,960.75 Lakhs
- (iii) Net worth (in Rs.): Rs. 2,67,256.23 Lakhs

## Business Responsibility & Sustainability Report for the Financial Year 2023-24

### 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-2023-24 Current Financial Year			FY-2022-23 Previous Financial Year		
		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://ramkrishnaforgings.com/contact-us/">https://ramkrishnaforgings.com/contact-us/</a>	NIL	NIL	No Remarks	NIL	NIL	No Remarks
Investors (Other than shareholders)	Not Applicable	Not Applicable	Not Applicable		Not Applicable	Not Applicable	
Shareholders	Yes, as disclosed to the Stock Exchanges as per SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 Weblink: <a href="https://ramkrishnaforgings.com/contact-information-of-designated-officials-investor-grievances/">https://ramkrishnaforgings.com/contact-information-of-designated-officials-investor-grievances/</a>	12	NIL		54	NIL	
Employees and workers	Yes, we have an Employee Redressal Mechanism and Dispute Settlement Policy. Weblink: <a href="http://172.21.1.207/Policies/Grievance/23-Employee_Grievance_Dispute%20Settlement%20Policy.pdf">http://172.21.1.207/Policies/Grievance/23-Employee_Grievance_Dispute%20Settlement%20Policy.pdf</a>	NIL	NIL		NIL	NIL	
Customers	Yes	NIL	NIL		NIL	NIL	
Value Chain Partners	<a href="https://ramkrishnaforgings.com/contact-us/">https://ramkrishnaforgings.com/contact-us/</a>	NIL	NIL		NIL	NIL	

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

Sl. No.	Material issue 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 opportunity (Indicate positive or negative implications)
1.	Employee Health and Safety	Risk	Employee health and safety is a risk area for the Company due to potential workplace accidents, injuries, and illnesses. Failure to prioritize these concerns can lead to decreased productivity, increased insurance premiums, legal liabilities, and damage to reputation.	The Company aims to become an accident-free workplace. To mitigate associated risks, the Company has undertaken the following: <ol style="list-style-type: none"> <li>Ensures strict adherence with RKFL plant manual</li> <li>Implements a robust safety management system</li> <li>Adopted a safety matrix to identify high-risk processes</li> <li>Conducts regular training on health &amp; safety</li> <li>Ensures continuous monitoring and improvement of safety practices</li> <li>Organises employee wellbeing programs such as eye checkup camps for forklift operators</li> <li>Company has zero Loss Time Injury Frequency Rate (LTIFR) and fatalities in the Financial Year 2023-24</li> <li>Developed 101 Kaizen interventions for Health &amp; Safety in last 2 (two) years</li> </ol>	Negative financial implication: <ol style="list-style-type: none"> <li>Non-compliance with health and safety regulations can lead to fines, penalties and legal fees. In severe cases, the Company may face lawsuits from employees or regulatory authorities for injuries, illnesses, or fatalities resulting from unsafe working conditions.</li> <li>Negative publicity surrounding workplace accidents or health and safety violations can damage the Company's reputation. This can result in decreased consumer trust, loss of business opportunities, and difficulty attracting and retaining talented employees.</li> <li>Poor health and safety practices can negatively impact employee well-being, morale, job satisfaction and engagement, leading to reduced motivation, creativity and overall performance.</li> </ol>



## Business Responsibility & Sustainability Report for the Financial Year 2023-24

Sl. No.	Material issue 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 opportunity (Indicate positive or negative implications)
2.	Energy Management	Opportunity	Efficient energy management can be viewed as a strategic opportunity area for the Company as it helps reduce operational costs, ensure compliance to environmental guidelines, greater resilience to energy disruptions which promotes the financial stability of the Company in the long term.	The Company has committed to transition towards a 50% renewable energy mix by FY28 and 100% by FY33. For this, it has undertaken several initiatives to improve energy efficiency in operations: <ol style="list-style-type: none"> <li>1. Commissioned 6.1 MW solar plant Balance 1.02 MW will be completed in FY 2024-25</li> <li>2. Plans to set-up 10 MW capacity Rooftop Solar Project across all plants in FY 2024-25</li> <li>3. Conducted energy audits to identify hotspots and improve performance</li> <li>4. Improved power factor via circuit modification and capacity enhancement</li> <li>5. Installed energy-efficient retrofits such as air compressors with electronic regulators and VFDs to improve motor performance</li> <li>6. Continuously identifying opportunities to reduce dependence on fossil fuel</li> <li>7. Achieved power factor of 1 (one) in Financial Year 2023-24</li> </ol>	Positive financial implication: <ol style="list-style-type: none"> <li>1. Implementing energy efficient practices can lead to significant reductions in energy consumption, resulting in lower utility bills and operational expenses over time.</li> <li>2. Energy management strategies can help mitigate risks associated with energy price, environmental regulations, which enhances the long-term financial stability of the Company.</li> <li>3. Demonstrating a commitment to energy efficiency can improve the Company's reputation amongst customers, investors which can lead to business opportunities and increased market share.</li> </ol>
3.	GHG Emission	Opportunity	GHG emissions management present a strategic opportunity for the Company by reducing operational costs, ensuring regulatory compliance. It fosters environmental stewardship, attracts socially responsible investors, mitigates climate risks, and enhances brand reputation, driving long-term sustainability and financial growth.	The Company has set an ambitious target to become Net Zero by 2040 and transition towards 25% green steel by 2028, 50% by 2033 and 100% by 2040. In line with these commitments, it has undertaken the following measures: <ol style="list-style-type: none"> <li>1. Formulated a net zero roadmap</li> <li>2. Conducted Scope 1 and 2 Emission\ Inventorisation on an annual basis</li> <li>3. Plans to conduct Inventorisation Scope 3 Emission in FY 2023-24</li> <li>4. Conducted cradle-to-grave Life Cycle Assessment for three product lines</li> <li>5. Extends GHG emissions-related requirements to the supply chain</li> <li>6. Exploring installation of additional rooftop solar panels and setting up of 30 MW Solar Plant Capacity to draw energy through open access</li> </ol>	Positive financial implication: <ol style="list-style-type: none"> <li>1. Demonstrating a commitment to reducing GHG emissions and having initiatives in place to achieve the same helps the Company mitigate negative impacts of climate change, become a responsible corporate citizen by reducing their carbon footprint and attracting more responsible investors.</li> <li>2. Addressing GHG emissions helps mitigate long-term risks associated with climate change which can ultimately protect the Company's financial stability.</li> <li>3. Effectively managing GHG emissions can open opportunities in more markets and attract environmentally conscious consumers translating to increased sales.</li> </ol>
4.	Code of Conduct	Risk	Breach of Code of Conduct poses reputational, legal, and financial risks to the Company. It can lead to loss of trust from stakeholders, regulatory fines, lawsuits, and diminished brand value, impacting overall business performance and profitability.	The Company focuses on business integrity to achieve business & sustainability goals. For this, it has set a target to train 100% of its permanent employees on the Company's Code of Conduct. To mitigate associated risks, the Company has undertaken the following: <ol style="list-style-type: none"> <li>1. Refreshed Company's Code of Conduct to align with best practices</li> <li>2. Conduct employee training on the Code of Conduct</li> <li>3. Ensures continuous monitoring of violations and resolutions through the vigil mechanism</li> <li>4. Quarterly Reporting to the Board on Adherence to Code of Conduct by Directors and Senior Management Personnel</li> </ol>	Negative financial implication: <ol style="list-style-type: none"> <li>1. The Company may face lawsuits, fines, and penalties for violating their own Code of Conduct or relevant regulations. Legal proceedings can be costly in terms of legal fees, settlements, and damages awarded.</li> <li>2. Regulatory bodies may investigate the Company for compliance failures, leading to further fines and sanctions.</li> <li>3. Negative publicity and financial losses resulting from a breach in the Code of Conduct can lead to a decrease in shareholder value as investors lose confidence in the Company's ability to manage risks and uphold ethical standards.</li> </ol>



## Business Responsibility & Sustainability Report for the Financial Year 2023-24

Sl. No.	Material issue 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 opportunity (Indicate positive or negative implications)
5.	Water Management	Opportunity	Water management presents an opportunity for the Company to enhance operational efficiency, reduce costs, mitigate risks related to water scarcity and pollution, comply with regulations, and innovate sustainable solutions for long-term resilience and competitiveness.	The Company aims to ensure zero water discharge across all manufacturing units by 2030. For this, it has undertaken the following measures: <ol style="list-style-type: none"> <li>1. Conducted water management study to identify leakages and improvement areas</li> <li>2. Minimising dependency on groundwater and freshwater by setting up 290 KLD ETP and 242 KLD STP across plants. Further, plans to augment the ETP capacity by 30 KLD and plans to augment STP capacity 115 KLD</li> <li>3. Installed rainwater harvesting infrastructure across locations</li> <li>4. Aims to reduce Water Consumption by 30%</li> <li>5. Recycled 85,723 KL of water in Financial Year 2023-24 against 29,988 KL of water in Financial Year 2022-23</li> </ol>	Positive financial implication: <ol style="list-style-type: none"> <li>1. Implementing water conservation measures can lead to significant cost savings for the Company by reducing water consumption, wastewater treatment costs and associated utility bills.</li> <li>2. Demonstrating a commitment to responsible water management practices can enhance the Company's reputation, attract environmentally conscious consumers and improve brand loyalty, which can ultimately translate into increased sales and market share.</li> <li>3. By managing water resources effectively, the Company can mitigate the risk of water scarcity and ensure a reliable water supply for their operations, reducing the potential for disruptions and associated costs.</li> </ol>
6.	Waste Management	Risk	Inefficient waste management poses risks such as environmental pollution, regulatory non-compliance, and reputational damage. Efficient waste management is critical for mitigating these risks and promoting sustainable business practices.	The Company commits to reduce 50% decrease in overall waste generation by 2030. To mitigate associated risks, the Company has undertaken the following: <ol style="list-style-type: none"> <li>1. Conducted waste management study to identify improvement areas</li> <li>2. Implements waste disposal through authorised recyclers</li> <li>3. Engaging with vendors to increase use of recycled material as input material for other industries</li> <li>4. Company is ensuring zero waste to landfills</li> <li>5. Implementing a 9R waste management plan that will help to reduce and efficiently manage Company's wastes across Plants</li> </ol>	Negative financial implication: <ol style="list-style-type: none"> <li>1. Improper waste disposal or failure to comply with waste management regulations can result in fines and penalties imposed by regulatory authorities. These fines can be substantial and can significantly impact the Company's financial performance.</li> <li>2. Inadequate waste management practices can lead to legal liabilities, such as lawsuits from affected communities or individuals due to environmental pollution or health hazards caused by improper waste disposal.</li> <li>3. Poor waste management practices within the supply chain can lead to disruptions in operations, such as delays in production or distribution, which can result in increased costs and lost revenue opportunities.</li> </ol>
7.	Board Structure and Management	Risk	Board structure and management are critical for effective decision-making and oversight. Poor governance and lack of diversity can lead to conflicts of interest, mismanagement of resources and lack of strategic direction, resulting in financial losses, reputational damage and legal liabilities, posing significant risks to the company's stability and performance.	<ol style="list-style-type: none"> <li>1. A diverse and independent board of directors that includes members with the appropriate skills and experience. The Board collectively contributes to fostering transparency, accountability, and sustainability in corporate operations, promoting trust among stakeholders and enhancing long-term value creation.</li> <li>2. A robust policy framework guiding ethical and responsible business operations</li> <li>3. Achieved 9% women representation in the Board of Directors</li> <li>4. Devised/Updated 10 policies during the Financial Year 2023-24</li> </ol>	Negative financial implication: <ol style="list-style-type: none"> <li>1. If the Board lacks diversity or expertise relevant to the Company's industry or challenges, it can lead to poor strategic decisions that might negatively impact financial performance of the Company.</li> <li>2. Failure to comply with applicable laws, regulations and corporate governance standards can expose the Company to legal and regulatory risks, including fines, lawsuits, and reputational damage.</li> </ol>





## Business Responsibility & Sustainability Report for the Financial Year 2023-24

Sl. No.	Material issue 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 opportunity (Indicate positive or negative implications)
8.	Risk Management	Opportunity	Risk management presents an opportunity for the Company to proactively identify and mitigate potential threats, such as climate change impacts or regulatory changes. By addressing risks effectively, the Company can safeguard its operations, enhance resilience, and capitalize on emerging opportunities in sustainable practices and markets.	<ol style="list-style-type: none"> <li>The Company has a Risk Management Committee comprising majorly of Independent Directors to monitor and oversee the risks faced by the Company</li> <li>The Company has initiated Enterprise Risk Management (ERM) procedure to identify the potential risks of the Company</li> <li>The Company aims to integrate ESG risks into the Company's ERM Framework. For this, the Company plans to conduct a climate risk assessment in the FY 2024-25.</li> </ol>	<p>Positive financial implication:</p> <ol style="list-style-type: none"> <li>Proactive risk management can help avoid or mitigate potential financial losses associated with various risks, such as operational disruptions, legal liabilities, or reputational damage. By identifying and addressing risks early, the Company can minimize the financial impact of adverse events.</li> <li>By identifying and addressing ESG-related risks, such as climate change impacts, resource scarcity, labor issues, and governance failures, the Company can enhance their resilience to various economic, social, and environmental shocks. This can reduce the likelihood of financial losses due to disruptions in operations or supply chains.</li> <li>Proactively managing ESG risks can lead to cost savings in several areas, such as energy and resource efficiency, waste reduction, employee health and safety, and regulatory compliance.</li> </ol>

### 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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core element of the NGRBCs (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	All the policies have been formulated in consultation with the Board of Directors and the Management of the Company								
c. Web Link of the Policies, if available	Policies on Environment, Health & Safety, Related Party Transactions, Risk Management Policy, Code on Prohibition of Insider Trading, CSR Policy etc. are available under the following link: <a href="https://ramkrishnaforgings.com/policies/">https://ramkrishnaforgings.com/policies/</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes, the Company has the necessary structure in place to implement the policies.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	<p>The Company has undertaken the following national and international codes/certifications/labels/ standards:</p> <ul style="list-style-type: none"> <li>➤ ISO 9001:2015: QMS Certification for Non-Automotive Parts</li> <li>➤ IATF 16949:2016: QMS Certification for Automotive Parts</li> <li>➤ ISO/TS 22163: 2017: Railway Industry Quality Management System</li> <li>➤ ISO 14001:2015: Environment Management System Certification</li> <li>➤ ISO 45001:2018: Safety Management System Certification</li> <li>➤ ISO/IEC 17025:2017: NABL accreditation for Metallurgy &amp; Calibration Laboratory</li> <li>➤ EN 15085-2 classification level CL1: Welding of Railway Vehicle</li> <li>➤ DIN EN ISO 3834-2: Welding Workshop</li> <li>➤ GHG – ISO 14064: International Standard for GHG Emissions</li> </ul>								



## Business Responsibility & Sustainability Report for the Financial Year 2023-24

<p>5. Specific commitments, goals, and targets set by the entity with defined timelines if any</p>	<ul style="list-style-type: none"> <li>➤ Achieve Net Zero by FY 2040</li> <li>➤ Increase Renewable Energy (RE) mix to 100% by FY 2033</li> <li>➤ Achieve Zero Liquid Discharge (ZLD) across all plants by FY 2030</li> <li>➤ Achieve 100% water recycling by FY 2025</li> <li>➤ Reduce specific water use by 30% within FY 2025</li> <li>➤ Reduce total waste generation by 50% within FY 2030</li> <li>➤ Targets to map local suppliers within the State in which it operates by FY 2024 and ensure that 80% of suppliers are within the same State of the manufacturing plants.</li> <li>➤ Procure 100% green steel by FY 2040</li> <li>➤ Targets to train and employ 100 persons/youth from local villages by FY 2030.</li> <li>➤ Train 100% of employees on ESG by FY 2025</li> <li>➤ Train 100% employees on Human Rights by FY 2025</li> <li>➤ Train 100% staff and workers on Health and Safety by FY 2024</li> <li>➤ Achieve an accident free workplace by FY 2024</li> <li>➤ Achieve 100% supplier ESG audits by FY 2030</li> <li>➤ Aims to increase the representation of women in the Company's leadership team by 10% by 2030</li> <li>➤ Achieve equal pay for men and women by FY 2030</li> </ul>
<p>6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met</p>	<p>The Company has prepared its ESG Roadmap that includes goals, specific commitments, and targets. The Company has already started the implementation of its initiatives identified under its roadmap. During the Financial Year 2023-24, the Company has:</p> <ul style="list-style-type: none"> <li>➤ Installed an Effluent Treatment Plant (ETP) of 100 KLD capacity, thereby increasing the Total ETP Capacity to 260 KLD. Further, the Company has installed a Sewage Treatment Plant (STP) of 65 KLD capacity, thereby increasing the Total STP capacity to 127 KLD</li> <li>➤ Completed installation of 6.80 MW out of 7.82 MW capacity Rooftop Solar Project at its existing forging plants in Saraikella and Dugni at Jamshedpur, Jharkhand</li> <li>➤ Closed loop water system with no discharge across Plants 5, 6 and 7</li> <li>➤ Currently 75% of suppliers are within the same state of the manufacturing plants</li> <li>➤ 197 persons/youth from local villages were trained and hired as permanent employees</li> <li>➤ 94% of employees have been trained on ESG</li> <li>➤ 88% of employees have been trained on Human Rights</li> <li>➤ Developed and launched a supplier risk framework and started supplier ESG assessments</li> <li>➤ 91% of employees were trained on the Company Code of Conduct</li> </ul> <p>These activities are being monitored regularly by Mr. Lalit Kumar Khetan, Whole-time Director &amp; Chief Financial Officer (DIN: 00533671) of the Company and the updates are also being shared with the Boards at regular intervals.</p>

### Governance, leadership, and oversight

#### 7. Statement by the director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements:

Our mission statement is "Impact through Empowerment" and this is the driving philosophy we strive to preserve. We focus on 8 (eight) material topics in our ESG vision which we have shortlisted through our stakeholder survey. The 3 (three) pillars of sustainability for the Company are as follows:

**a. Environmental Consciousness:** We follow environmental consciousness principle across all our operations. We are committed to the preservation of biodiversity and judicious usage of resources.

We are taking sustained efforts to create a thriving planet through initiatives such as reducing our carbon footprint, mitigating climate change and optimizing our business operation.

**b. Communities:** We at RKFL understand the importance of communities for the sustainability of our business operations. The Company has aspirations to be most preferred partner or employer for our employees. We contribute to the development of our neighboring community by hiring locals as well as procuring raw materials from local suppliers. We also focus on diversity and inclusion at our workplace as well in our hiring process. We have installed 60 (sixty) dustbins in Jamshedpur to strengthen the drive of cleanliness in the society and undertake activities for the upliftment and well-being of the locals near the factory premises.



## Business Responsibility & Sustainability Report for the Financial Year 2023-24

**c. Business Responsibility and Sustainability:** The Company conducts its business ethically and responsibly as well as in a transparent way. We follow an effective governance model. The Company also believes in the value of integrity to achieve business and sustainability goals.

As a country we are seeking to achieve the United Nations Sustainable Development Goals (UN SDGs) by 2030, the Company understands that no ambition can be achieved in isolation which is why we have aligned all our commitments to UNSDGs.

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

Mr. Naresh Jalan- Promoter,  
Managing Director (DIN: 00375462)  
Telephone no: 033 40820900  
Email id: [secretarial@ramkrishnaforgings.com](mailto:secretarial@ramkrishnaforgings.com)

### 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:

Presently the decisions pertaining to Sustainability issues are taken by Mr. Lalit Kumar Khetan, Whole-time Director & Chief Financial Officer (DIN: 00533671) jointly in consultation with the management of the Company.

		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)																	
		P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
10	Performance against above policies and follow up action	The Board assesses the policies of the Company at the required intervals. The Policies effective implementation is assessed and requisite amendments/modifications are adopted by the Board of Directors at their meeting.									Annually								
	Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company is compliant with all the statutory requirements relevant to the principles.									Monthly								

11	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Yes. The Policies of the Company on Quality, Safety, Health and Environment are subject to internal and external audits as part of the ISO Systems certification process and ongoing periodic assessments. Other policies are periodically evaluated for their efficacy through the Internal Audit mechanism.									

### 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)	Not Applicable								
The entity is not at a stage where it is able 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)									

**Business Responsibility & Sustainability Report** for the Financial Year 2023-24**SECTION C: Principle Wise Performance Disclosure****Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable****Essential Indicators****1. Percentage coverage by training and awareness programs on any of the principles during the financial year:**

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
<b>Board of Directors (BoD)</b>	2	Industrial Training at Company's Plants at Jamshedpur, Jharkhand, Amendments to SEBI (Listing Obligations and Disclosure Requirements) Regulations	85%
<b>Key Managerial Personnel (KMP)</b>			
<b>Employees other than Board of Directors and Key Managerial Personnel (KMPs)</b>	273	Code of Conduct, Forgings Practice, Impact Testing, ESG, POSH, Health Awareness, Machine Safety Awareness, Emergency Preparedness, First Aid Safety Precaution, Kaizen, Machine Drawing, Basic Electrical & Skill Upgradation, Six Sigma, Inventory Management, System related Trainings	84%
<b>Workers</b>	155	ESG, POSH, Diversity, Equity & Inclusion, Health & Safety Measures, Skill Upgradation, System Related Trainings, Geometrical Dimension and Tolerance, Product Safety, Forging Defects, Control Plan, Electrical Drawing, Types of Motors & its Maintenance, Air Compressors	91%

**2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by its directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions in FY 2023-24 (Note: the entity shall make disclosures based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):**

Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
<b>Monetary</b>					
Penalty					
Settlement			NIL*		
Compounding fee					
<b>Non-Monetary</b>					
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment					
Punishment			NIL*		

\*In accordance with the Materiality Threshold determined as per the Policy for Determination of Materiality of the Company framed in accordance with Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (as amended from time to time).

**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



## Business Responsibility & Sustainability Report for the Financial Year 2023-24

### 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:

Yes, the Company has an Anti-Bribery and Anti-Corruption Policy in place w.e.f 1 October, 2023. The Policy can be accessed on the website of the Company at the following Link: [https://www.ramkrishnaforgings.com/investors/Anti-Bribery-and-Corruption-\(ABAC\)-Policy-1st-October-2023.pdf](https://www.ramkrishnaforgings.com/investors/Anti-Bribery-and-Corruption-(ABAC)-Policy-1st-October-2023.pdf).

The Company has zero-tolerance to bribery and corruption and is committed to conducting business in consonance with the applicable laws, highest ethical standards and ensure(s) the prevention, detection and deterrence of bribery and corruption. The Policy is consistent with the Company's Code of Conduct which sets out that under no circumstances any employee should accept any offer, payment, promise to pay or authorization to pay any money or anything of value from customers, vendors, consultants that is perceived as intended, directly or indirectly, to influence any business decision, any act or failure to act, any commitment of fraud or opportunity for the commission of any fraud.

Further, in accordance with the terms and conditions of our purchase orders, respective suppliers undertake that he has not been involved in any corruption or bribery activities for obtaining the orders from the Company. In case of any such activity, the Company reserves the right to blacklist the supplier and take necessary remedies against him as per applicable laws.

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

No disciplinary action was taken by any law enforcement agency against any of the Company's Directors, KMPs, Employees or Workers for charges of bribery or corruption during the Financial Year 2023-24 and the Financial Year 2022-23.

Segment	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	NIL	NIL
Key Managerial Personnel (KMP)		
Permanent Employees		
Permanent Workers		

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

Conflict of Interest forms part of the Company's Code of Conduct for the Board Members and Senior Management Employees of the Company. The Chief People Officer (CPO) of the Company submits a status certificate w.r.t Violations, if any, of the Code of Conduct for the Board Members and Senior Management Employees to the Board of Directors at the end of each Quarter.

No complaint with regard to conflict of interest was reported during the Financial Year 2023-24 and the Financial Year 2022-23.

Particulars	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	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				

### 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:

No corrective actions were required to be taken on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions on cases of corruption and conflict of interest by the Company as no complaints with regard to corruption and conflict of interest were reported during the Financial Year 2023-24 and the Financial Year 2022-23.

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

Particulars	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	124 days	109 days

**Business Responsibility & Sustainability Report** for the Financial Year 2023-24**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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Concentration of Purchases</b>	a. Purchases from trading houses as % of total purchases	Not Applicable	Not Applicable
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
<b>Concentration of Sales</b>	a. Sales to dealers / distributors as % of total sales	Not Applicable	Not Applicable
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
<b>Share of RPTs in</b>	a. Purchases (Purchases with related parties / Total Purchases)	0.32%	NIL
	b. Sales (Sales to related parties / Total Sales)	3.70%	4.21%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)*	96.99%	22.63%
	d. Investments (Investments in related parties / Total Investments made)*	24.24%	0.05%

\*Total Loans & Advances given to related parties and Investments in related parties represent Outstanding Balances as on 31 March, 2024 and 31 March, 2023 respectively.

**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
117	ESG, POSH, Behavioral, Job Specification, Health & Safety, On Job Training, Technical Shop Floor Specific Training	91%

**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:**

The Company has a "Code of Conduct for the Board Members and Senior Management Employees", which manages any kind of conflict of interest involving the Board Members and Senior Management. Link of the Policy can be accessed on the website of the Company at the following Link: <https://ramkrishnaforgings.com/wp-content/uploads/2024/07/RKFL-Code-of-Conduct-Board-Members-Senior-Management.pdf>.

**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:**

Particulars	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year	Details of improvements in environmental and social impacts
Research and Development (R&D)	Rs. 665.97 Lakhs 0.191% of Revenue from Operations	Rs. 400.28 Lakhs 0.133% of Revenue from Operations	NIL



## Business Responsibility & Sustainability Report for the Financial Year 2023-24

Particulars	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year	Details of improvements in environmental and social impacts
Capex	Rs. 405.70 Lakhs 0.116% of Revenue from Operations	Rs. 336.71 Lakhs 0.112% of Revenue from Operations	

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

No. The Company presently does not have any procedure in place for sustainable sourcing. However, the Company is planning to initiate the process to integrate sustainable sourcing practices in its procurement activities from the Financial Year 2024-25. The Company is in the process of formulating an ESG-driven supplier questionnaire covering aspects on GHG emissions, water management, waste management, raw material sourcing, life cycle assessments, health & safety, sub-supplier assessments, risk management, compliance, corporate policies and supplier diversity. The Company aims to understand maturity and monitor performance of the suppliers on ESG-related matters. Based on the assessment, the Company also plans to undertake supplier engagement activities to improve ESG performance across its supply chain.

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

Not Applicable for the Company during the Financial Year 2023-24.

### 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:

The Company directly supplies its products to the OEMs and Tier-1 automotive companies hence the Company has limited scope for reclaiming its products at the end of its life cycle. The Company has a process to reuse iron pallets and the bins in its packaging process. The Company also has a system in place to recycle e-waste, hazardous and other wastes in a safe manner (Refer Principle 2, Point 4 of Leadership Indicators) with authorised recyclers and treatment agencies i.e. Transport, Storage and Disposal Facilities (TSDF).

### 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:

Not Applicable for the Company during the Financial Year 2023-24.

## Leadership Indicators

### 1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

The Company has initiated the process of Life Cycle Assessment for 3 (three) of its major products namely Front Axle Beams, Crown Wheels and Knuckles from the Financial Year 2023-24. Details of the same are as follows:

NIC Code	Name of the 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 weblink
259	Front Axle Beam	16%	Cradle to grave approach was chosen to assess the complete environmental impact across the product's life cycle	Yes	No
	Crown Wheels	13%		Yes	No
	Knuckles	6%		Yes	No

\*Have been rounded off to nearest decimal

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

Name of the Product/Service	Description of the risk/concern	Details of improvements in environmental and social impacts
Front Axle Beam Crown Wheel Knuckle	Global warming potential – Due to reliance on steel as the primary raw material and high consumption of electricity, the product has a high carbon footprint which causes increased climate change effects.	<ul style="list-style-type: none"> <li>➤ The Company has already planned to start a shift towards adoption of green steel as raw material, this will significantly reduce the overall product carbon footprint. The Company intends to procure 25% of green steel by 2028, 50% by 2033 and 100% by 2040</li> <li>➤ The Company also plans to increase its renewable energy mix to 28% by 2028 and 100% by 2033; this will also substantially help reduce the product carbon footprint.</li> </ul>



**Business Responsibility & Sustainability Report** for the Financial Year 2023-24

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

Indicate input material	Recycled or re-use input material to total material	
	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
NIL	NIL	NIL

**4. 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:**

Particulars	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NIL	NIL	NIL	NIL	NIL	NIL
E-waste (Includes E-wastes and Battery waste)	NIL	24.348	NIL	NIL	74.468	NIL
Hazardous waste (includes ETP Sludge, Paint Sludge & Cotton Rags)	NIL	NIL	208.499	NIL	NIL	206.729
Other waste (includes Used Oil & Used Grease)	NIL	69.736	NIL	NIL	59.717	NIL
Bio Waste	NIL	NIL	0.013	NIL	NIL	0.009

**5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category:**

Since the products of the Company are directly supplied to the OEMs and Tier 1 customers, the Company has limited scope for reclaiming products at the end of the product’s life cycle.

**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	
		No: (B)	% (B/A)	No: (C)	% (C/A)	No: (D)	% (D/A)	No: (E)	% (E/A)	No: (F)	% (F/A)
<b>Permanent Employees</b>											
Male	1,319	1,319	100%	1,319	100%	NA	NA	NIL			
Female	45	45	100%	45	100%	45	100%				
Total	1,364	1,364	100%	1,364	100%	45	3%				
<b>Other than Permanent Employees</b>											
Male	NIL										
Female											
Total											

**1.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	
		No: (B)	% (B/A)	No: (C)	% (C/A)	No: (D)	% (D/A)	No: (E)	% (E/A)	No: (F)	% (F/A)
<b>Permanent Workers</b>											
Male	1,190	1,190	100%	1,190	100%	NA	NA	NIL			
Female	NIL										
Total	1,190	1,190	100%	1,190	100%	NA	NA				





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Other than Permanent Workers							
Male	5,439	5,439	100%	5,439	100%	NA	NA
Female	69	69	100%	69	100%	69	100%
Total	5,508	5,508	100%	5,508	100%	69	1%

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

Particular	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Cost incurred on well- being measures as a % of total revenue of the Company*	0.134%	0.127%

\*Revenue from Operations has been considered

### 2. Details of retirement benefits, for Current Financial year and Previous Financial Year:

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	N.A	100%	100%	N.A
ESI*	20%	31%	Y	20%	27%	Y

\*The percentage is determined on the basis of Total Permanent Employees/Total Permanent Workers of the Company. However, the coverage of ESI is 100% on the Permanent Employees/Workers to whom ESI is applicable as per the statutory laws.

### 3. Accessibility of workplaces:

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

Yes, the Company's various locations including offices and premises have the accessibility to differently-abled visitors. The premises and offices are equipped with ramps, lifts and sliding pathways in the requisite areas. We also have wheelchair facilities available at respective areas.

#### 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?

The Company is an equal-opportunity employer. Our hiring system is free from any kind of discrimination based on age, colour, disability, marital status, nationality, race, religion or sexual orientation. We strive to make our work environment free from any kind of harassment or discrimination as mentioned above. The Company has a Diversity, Equity & Inclusion Policy and it is available on the website of the Company at the following Link: <https://ramkrishnaforgings.com/wp-content/uploads/2024/07/Diversity-Equity-Inclusion-Policy.pdf>.

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

Gender	Permanent Employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NIL as the Company does not extend any parental leave policy to the employees.			
Female				
Total				

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

Particulars	Yes/No
Permanent Employees	Yes
Other than Permanent Employees	NA
Permanent Workers	Yes
Other than Permanent Workers	Yes

## Business Responsibility & Sustainability Report for the Financial Year 2023-24

### If Yes, then give details of the mechanism in brief:

The Company has an Employee Grievance Redressal Policy in place to give its employees and workers a way to voice their concerns arising from employment. The Policy ensures that such grievances are handled quickly, in a fair and impartial manner by a Grievance Committee and in compliance with the Company's other policies. This comprises employee concerns about a supervisor's, another employee's, or Management's behaviour, inaction, or proposed action in relation to them.

According to the Grievance Redressal System, the employee/worker would communicate his/her grievance to the concerned HOD. If his/her grievance is not addressed properly, then the employee/worker has the liberty to approach the respective Plant Heads. The employee/worker can also approach the Grievance Redressal Committee or the Chairman/Managing Director, if the employee/worker feels that his/her grievance has not been redressed by the Plant Heads/Grievance Redressal Committee respectively.

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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)
Total Permanent Employees	1,364	NIL	NIL	1,140	NIL	NIL
Male	1,319	NIL	NIL	1,099	NIL	NIL
Female	45	NIL	NIL	41	NIL	NIL
Total Permanent Workers	1,190	927	78%	1,085	892	82%
Male	1,190	927	78%	1,085	892	82%
Female			NIL			

### 8. Details of training given to employees and workers:

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	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)
<b>Employees</b>										
Male	1,319	1,004	76%	1,084	82%	1,099	534	49%	775	71%
Female	45	26	58%	36	80%	41	14	34%	25	61%
Total	1,364	1,030	76%	1,120	82%	1,140	548	48%	800	70%
<b>Workers</b>										
Male	1,190	985	83%	975	82%	1,085	657	61%	741	68%
Female										
Total	1,190	985	83%	975	82%	1,085	657	61%	741	68%

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	1,319	1,161	88%	1,099	1,008	92%
Female	45	45	100%	41	20	49%
<b>Total</b>	<b>1,364</b>	<b>1,206</b>	<b>88%</b>	<b>1,140</b>	<b>1,028</b>	<b>91%</b>



## Business Responsibility & Sustainability Report for the Financial Year 2023-24

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Workers</b>						
Male	1,190	965	81%	1,085	832	77%
Female		NIL			NIL	
<b>Total</b>	<b>1,190</b>	<b>965</b>	<b>81%</b>	<b>1,085</b>	<b>832</b>	<b>77%</b>

### 10. Health and Safety Management System:

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

Yes, the Company has implemented ISO 45001:2018 which specifies requirements for an Occupational Health and Safety (OH&S) management systems and provides guidance for its use to enable organizations to provide safe and healthy workplaces by preventing work related injury and ill health, as well as by proactively improving its OH&S performance.

ISO 45001:2018 helps in establishing, maintaining and implementing an OH&S management system to improve occupational health and safety, eliminate hazards and minimize OH&S risks (including system deficiencies), take advantage of OH&S opportunities and address OH&S management system non-conformities associated with its activities.

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

The Company continuously initiates measures to promote employee well-being and healthcare, a proper hazard identification risk management system has been put in place to ensure continuous improvement of occupational health and safety of the Company.

Hazard Identification Risk Assessment (HIRA) is carried out regularly at all levels in the following 6 (six) steps by a highly-skilled Process owner or a Qualified Safety coordinator well versed with details of the Healths and Safety standards:

1. Pre-Assessment preparations
2. Pre-Assessment meeting with HSE Leaders
3. Conducting interviews
4. Walk-Round Tour/Quantification of Hazards
5. Evaluation of Hazard/Person/Severity Factors
6. Post Evaluation activity

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

Yes, the Company has the necessary process that needs to be followed for reporting incidents reported w.r.t work related hazards.

The Company is committed towards open communications and dialogue on workplace health, safety and environmental sustainability issues with its employees and stakeholders responds to Environment, Health & Safety concerns and suggestions. The Company establishes proactive Environment, Health & Safety objectives & target and reports publicly on progress and impacts. The Company also provides all necessary Personal Protective Equipment (PPEs) to its employees and workers and ensures usage of the same across all its Plants. The Company ensures integration of safe ergonomic policies at its workplace.

The Company cooperates with government, industry, academia and the public in support of regulations, research and programs that address areas of Environment, Health & Safety concerns.

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

Yes, the Company places great emphasis on maintaining and improving its employees/workers health and safety as well as workplace safety.

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

Safety Incident/Number	Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (Per one million-person hours worked)	Employees/ Workers	NIL	NIL
Total recordable work-related injuries		NIL	NIL
No. of fatalities		NIL	NIL
High consequence work-related injury or ill-health (excluding fatalities)		NIL	NIL

**Business Responsibility & Sustainability Report** for the Financial Year 2023-24**12. Describe the measures taken by the entity to ensure a safe and healthy workplace:**

The Company considers employees and workers as its most valued assets and prioritizes their health and safety. The majority of its personnels are employed in manufacturing facilities. Some of the initiatives taken by the Company are as follows:

1. Daily Safety talk with employees/workers
2. Safety training and Job specific training
3. Work Permit System
4. Safety Audit
5. Safety Committing Meeting
6. Necessary measures taken as per HIRA & Aspect Impact assessment
7. Mock Drill
8. Near Miss Identification and compliance
9. 5 'S' Audit and its compliance maintain inside premises
10. Health Checkups of employees/workers
11. Unsafe Act/Unsafe Condition identification and closure
12. Display of various Safety Signs/Signage
13. Safety Policy
14. Fire prevention and fire control
15. Adherence of PPEs

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

Particulars	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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	7	NIL	No Remarks	2	NIL	No Remarks
Health and Safety	4	NIL	No Remarks	3	NIL	No Remarks

**14. Assessments for the year:**

Particulars	% of your plants and offices that were assessed by the entity
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 and safety practices and working conditions:**

In each of our locations, the Company is committed to monitoring the rate of accidents. All assessment points are generally closed within 30 (thirty) days from the date of receipt. The Company has adopted a health and safety-first mindset in the performance of duties. The strong commitment of management, employees and workers to maintain a safe workplace has resulted in the overall reduction of health and safety incidences.

**Leadership Indicators****1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N):**

Yes, the Company has a Group Personal Accidental Policy (GPA). Under this policy the Permanent Employees/Workers get the accidental and death benefits. In case of death, there are separate thresholds which gets paid as compensation to an employee/worker.

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

Generally, contractors are liable for the following payments:

- a) Minimum Wages to workers
- b) Gratuity on completion of continuous service of 5 (five) years
- c) GST payment to Government on realization from the principal
- d) Deposit of employers' contribution and employees' contribution to PF and ESIC with Government
- e) Payment of Bonus to Workers



## Business Responsibility & Sustainability Report for the Financial Year 2023-24

Our Company has a robust system and control to monitor and ensure that the contract workers are not deprived in any manner and they are being paid in full for all the wages for which they are eligible. It is ensured that the payment by the contractors is done to their employees account and we verify the amount getting transferred to the workers account from the bank statement of workers in both wages as well as bonus.

For PF and ESI the Company makes payment to the Government by debiting the account of the Contractors so that there are no lapses in ensuring full payment of the workers to the Government account.

For GST, the payments are made to the Contractors after ensuring that necessary returns are being filed by the Contractors.

### 3. 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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Particulars	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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees	NIL	NIL	NIL	NIL
Workers	NIL	NIL	NIL	NIL

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

No, the Company does not at the moment provide transition assistance programs to facilitate continued employability and management of career endings resulting from retirement or termination of employment.

### 5. 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:

The Company undertakes necessary corrective answers as and when required from the assessments of health and safety practices and working conditions of value chain partners. The Company accords high priority to the safety and working conditions of the value chain partners and regularly ensures that all safety parameters are complied at the workplace. All suppliers have to accept the supplier Code of Conduct at the time of Vendor Registration, so that there is no risk. Health and safety topics are given high priority in the supplies to the Company.

## 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:

The Company recognizes that engaging with stakeholders is integral to its business. The identification of the key stakeholders is done on the basis of material influence those stakeholders have on the Company and how they are affected by the decisions made by the Company and its consequences. The Company is committed to engaging with stakeholders regularly to meet their expectations and formulate business strategies to deliver shared value while making transparent and long-term business relationships. In order to improve existing relationships with stakeholders, the Company identifies relevant material issues to deliver enhanced value to society. Further, for understanding stakeholder needs to improve current business processes, the Company collaborates with stakeholder groups to meet future industry challenges.

#### Stakeholder Identification Process

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

Stakeholder Group	Whether identified as Vulnerable and Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	No	<ul style="list-style-type: none"> <li>➤ Earnings Conference calls</li> <li>➤ Annual Reports</li> <li>➤ Investor Presentations</li> <li>➤ Press Release</li> <li>➤ Website</li> <li>➤ Stock Exchange Intimation</li> </ul>	<p>Quarterly Annually</p> <p>Periodically</p>	<ul style="list-style-type: none"> <li>➤ Information about important updates of the Company to help the investors to undertake informed decisions on the Company</li> </ul>

## Business Responsibility & Sustainability Report for the Financial Year 2023-24

Stakeholder Group	Whether identified as Vulnerable and Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> <li>➤ Internal Emails</li> <li>➤ Company Intranet</li> <li>➤ Newsletters</li> <li>➤ Performance Appraisals</li> <li>➤ Training Programs</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>➤ Compensation and employee's benefits</li> <li>➤ Organizational Updates</li> <li>➤ Employee Training</li> <li>➤ Employees Feedback and resolution thereof</li> </ul>
Customers	No	<ul style="list-style-type: none"> <li>➤ Plant walkthrough &amp; Tours</li> <li>➤ Participation in surveys conducted by customers</li> <li>➤ Customer Grievance Redressal</li> <li>➤ Emails</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>➤ Customer requirements</li> <li>➤ Maintain product quality</li> <li>➤ Customer Retention</li> <li>➤ Customer Satisfaction</li> </ul>
Suppliers	No	<ul style="list-style-type: none"> <li>➤ Supplier site visits</li> <li>➤ Supplier Performance Monitoring Activities</li> <li>➤ Email Communication periodically</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>➤ Build long lasting relationships</li> <li>➤ Monitor Supplier Performance Quality</li> <li>➤ Ensure Supplier competency and compliance</li> </ul>
Community	No	<ul style="list-style-type: none"> <li>➤ CSR Activities</li> <li>➤ Volunteering Activities</li> <li>➤ Community Events</li> <li>➤ Community Surveys</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>➤ Ensure upliftment of local community</li> <li>➤ Understand the needs of the Community and respond in an effective manner</li> </ul>
Government and Regulatory Bodies	No	<ul style="list-style-type: none"> <li>➤ Official communication channel</li> <li>➤ Regulatory Audits</li> </ul>	Periodically Annually	<ul style="list-style-type: none"> <li>➤ Regulatory Compliance Practices</li> </ul>

### 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:

The Company regularly communicates with all its stakeholders through the Company's website, where information related to its business, products and investor's information which includes financial performance and other statutory disclosures are updated from time to time. The information on financial performance and other statutory disclosures are also updated periodically on the website of the Stock Exchanges where the equity shares of the Company are listed i.e. BSE Limited (BSE) and National Stock Exchange of India Limited (NSE).

Management level ESG Team led by Head-ESG ensures the engagement with stakeholders are done on different ESG/Sustainability Topics on a periodical basis and obtains their feedback. This team works on the identified actions and provides an update to the Board on a regular basis.

The Company evaluates the economic, environmental and social topics relating to various stakeholders as applicable through its Committees and the same is appraised and reviewed by the Board on a Quarterly basis.

#### 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, the Company has always maintained a regular and proactive engagement with the Company's key stakeholders allowing it to effectively work closely with its stakeholders and also be transparent about its outcomes. Based on interactions with stakeholders, the Company periodically reviews and updates its policies as and when required.

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

For information about the Company's community work, please refer the following link on the website of the Company at: the following Link : <https://ramkrishnaforgings.com/csr/>.



## Business Responsibility & Sustainability Report for the Financial Year 2023-24

### 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 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	1,364	1,174	86%	1,140	136	12%
Other than permanent	NIL					
Total Employees	1,364	1,174	86%	1,140	136	12%
Workers						
Permanent	1,190	1,083	91%	1,085	181	17%
Other than permanent	5,508	5,076	92%	4,190	15	0%
Total Workers	6,698	6,159	92%	5,275	196	4%

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

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	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										
<b>Permanent</b>										
Male	1,319	NIL	NIL	1,319	100%	1,099	NIL	NIL	1,099	100%
Female	45	NIL	NIL	45	100%	41	NIL	NIL	41	100%
Other than Permanent										
Male	NIL									
Female	NIL									
Workers										
<b>Permanent</b>										
Male	1,190	NIL	NIL	1,190	1,190	1,085	NIL	NIL	1,085	100%
Female	NIL									
Other than Permanent										
Male	5,439	4,739	87%	700	13%	4,114	3,590	87%	524	13%
Female	69	69	100%	NIL	NIL	76	74	97%	2	3%

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

##### 3.a. Median remuneration / wages:

Particulars	Male		Female	
	Number	Median remuneration/salary/ wages of respective category (In Rs.)*	Number	Median remuneration/salary/ wages of respective category (In Rs.)*
Board of Directors (BoD) (Only Executive Directors)	4 <sup>#</sup>	263.06	NIL	NIL
Key Managerial Personnel (KMP) Other than BoD	1	76.28	NIL	NIL
Employees other than BoD and KMP	1,361	11.83	45	7.91
Workers	1,190	4.17	NIL	NIL

\*Remuneration mentioned above is in Lakhs per annum.

<sup>#</sup>Mr. Mahabir Prasad Jalan, Whole-time Director-Chairman was redesignated as Non-Executive Director – “Chairman Emeritus” w.e.f 21 July, 2023.

**Business Responsibility & Sustainability Report** for the Financial Year 2023-24**3.b. Gross wages paid to females as % of total wages paid by the entity, in the following format:**

Particulars	FY 2023-24 (Current Financial Year)	FY 2022-23 (Current Financial Year)
Gross wages paid to females as % of total wages	2.17%	1.64%

**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

Yes, the Chief Human Resource Officer (CHRO) of the Company is responsible for addressing human rights issues caused by the business.

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

The Company has a grievance redressal mechanism to report any violations or suspected violations related to human rights. All complaints received are tracked and addressed swiftly by the appropriate authorities. The grievance redressal process involves filling of complaint, acknowledgement to complaint received, Human Rights review & investigation and grievance resolution.

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

Particulars	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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						
Discrimination at workplace						
Child labour						
Forced labour / Involuntary labour						
Wages						
Other human rights related issues						

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

Particulars	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)		
Complaints on POSH as a % of female employees / workers		
Complaints on POSH upheld		

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

No retaliatory action was taken against any employee or stakeholder for raising concerns related to Human Rights. The Company follows a "no-compromise" stance on issues related to Human Rights. Infringing on Human Rights or refusing to cooperate results in disciplinary action up to the termination of the business relationship.

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

Yes, the Company's Supplier Quality Manual lays down requirements related to Human Rights as a part of Supplier Code Of Conduct Section. Business partners are required to sign an undertaking as a part of the supplier contract which contains aspects on Human Rights. The Company also ensures that adequate provisions are incorporated in the contracts/agreements safeguarding the Human Rights requirements to be followed by the vendor.

**10. Assessments for the year:**

The Company on Quarterly basis assesses 100% of its plants and offices by internal auditors who audit the statutory compliances in relation to the particulars mentioned below.





## Business Responsibility & Sustainability Report for the Financial Year 2023-24

Particulars	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	100%
Forced/involuntary labor	
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:

All the plants and offices of the Company were found to be complying with the requirements and as a result, no corrective actions were required on the criteria stated above.

#### Leadership Indicators

#### 1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints:

We have not received any Human Rights grievances during the Financial Year 2023-24.

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

Human rights Due Diligence is being covered as part of the other compliance audits presently. The Company has undertaken a "Great Place to Work" Institute's Trust Index Survey from Great Place to Work encompassing the various attributes of human rights in their survey. They have ranked the Company as a Great Place to Work in their survey.

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

Yes, our premises has the accessibility to differently abled visitors. We have wheel-chair facilities available and sliding pathways in the required area. The premises and offices are equipped with ramps, lifts and sliding pathways in the requisite areas.

#### 4. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	100%
Discrimination at Workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	

### 5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above:

No corrective actions were taken to address significant risks/concerns arising from the assessments in Question No. 4.

#### 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	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>From renewable sources</b>			
Total electricity consumption (A)	GJ	11,914	4,805
Total fuel consumption (B)	GJ	NIL	NIL
Energy consumption through other sources (C)	GJ	NIL	NIL
Total energy consumption from renewable sources (A+B+C)	GJ	11,914	4,805



## Business Responsibility & Sustainability Report for the Financial Year 2023-24

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>From non-renewable sources</b>			
Total electricity consumption (D)	GJ	8,10,588	7,09,027
Total fuel consumption (E)	GJ	5,05,857	4,87,356
Energy consumption through other sources (F)	GJ	NIL	NIL
Total energy - consumed from non- renewable sources (D+E+F)	GJ	13,16,445	11,96,383
<b>Total energy consumed (A+B+C+D+E+F)</b>	GJ	<b>13,28,359</b>	<b>12,01,188</b>
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	GJ/INR	0.000038	0.000040
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	(GJ/INR) *PPP	0.00085	0.00090
Energy intensity in terms of physical output	GJ/MT	7.10	7.35
Energy Intensity (optional)- the relevant metric may be selected	-	-	-

**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 – Yes - Mitcon Consultancy & Engineering Services Limited

**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, the Company at present does not have any sites/facilities identified as designated consumers under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	NIL	NIL
(ii) Groundwater	1,92,542	1,51,415
(iii) Third party water	1,01,214	64,141
(iv) Seawater / desalinated water	NIL	NIL
(v) Others (Harvested Rainwater)	15,498	18,404
<b>Total volume of water withdrawal (In Kiloliters) (i + ii + iii + iv + v)</b>	<b>3,09,254</b>	<b>2,33,960</b>
Total volume of water consumption (In Kiloliters)	3,09,254	2,33,960
Water intensity per rupee of turnover (Water consumed / turnover in INR) (KL/INR)	0.0000089	0.0000078
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (KL/INR)*PPP	0.00020	0.00017
Water intensity in terms of physical output (KL/MT)	1.65	1.43
Water intensity (optional)- the relevant metric maybe selected	-	-

**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

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in Kilolitres)		
(i) Surface water		
- No treatment	NIL	NIL
- With treatment – please specify level of treatment	NIL	NIL



## Business Responsibility & Sustainability Report for the Financial Year 2023-24

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
(ii) Groundwater		
- No treatment	NIL	NIL
- With treatment – please specify level of treatment	NIL	NIL
(iii) To Seawater		
- No treatment	NIL	NIL
- With treatment – please specify level of treatment	NIL	NIL
(iv) Sent to third parties		
- No treatment	9,330	9,565
- With treatment – please specify level of treatment	NIL	NIL
(v) Others		
- No treatment	NIL	NIL
- With treatment – please specify level of treatment	NIL	NIL
<b>Total water discharged (in Kiloliters)</b>	<b>9,330</b>	<b>9,565</b>

**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

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

The Company has already set up 290 KLD Effluent Treatment Plant (ETP) and 242 KLD Sewage Treatment Plant (STP) across Plants of the Company. Further, the Company plans to augment the ETP capacity by 30 KLD and plans to augment STP capacity 115 KLD during FY 2024-25. The Company has set a target to have Zero Liquid Discharge across all its Plants by 2030.

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NO <sub>x</sub>	mg/Nm <sup>3</sup>	31.80	23.50
SO <sub>x</sub>	mg/Nm <sup>3</sup>	14.70	8.70
Particulate matter (PM)	Mg/Nm <sup>3</sup>	83.90	71.00
Persistent organic pollutants (POP)	-	NA	NA
Volatile organic compounds (VOC)	-	<1	<1
Hazardous air pollutants (HAP)	-	NA	NA
Others–please specify	-	NA	NA

**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 – Yes – Scientific Research Laboratory, accredited by NABL and Jharkhand State Pollution Control Board.

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 1 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)	tCO <sub>2e</sub>	33,106.69	83,559.93
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, FCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2e</sub>	1,61,218.74	1,39,986.46
Total Scope 1 and Scope 2 emissions per rupee of Turnover (In INR)	tCO <sub>2e</sub> /INR	0.0000056	0.0000074
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	(tCO <sub>2e</sub> /INR)*PPP	0.00012	0.00017
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO <sub>2e</sub> /MT	1.04	1.37
Total Scope 1 and Scope 2 emission intensity (optional)- the relevant matrix may be selected by the entity	-	-	-

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**Note:** Indicate if any independent assessment, evaluation or assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency – Yes, Price Waterhouse Coopers (PwC)

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

The Company is constantly evaluating ways to reduce energy consumption at its manufacturing processes and reduce emissions of Green House Gasses (GHG) which are responsible for global warming. The Company has undertaken a target of being Net Zero by 2040. The Company has further set a target of reducing Scope 1 & Scope 2 Emissions by 50% and Scope 3 Emissions by 30% by 2030.

Steps taken during the Financial Year 2023-24:

The Company has completed installation of 6.80 MW out of 7.82 MW capacity Rooftop Solar Project at its existing forging plants in Saraikella and Dugni at Jamshedpur, Jamshedpur for captive use at the plants in order to fulfil its commitment towards achieving carbon neutrality through investment in renewable energy.

The Company also plans to set up further 10 MW capacity Rooftop Solar Project across all Plants in FY 2024-25.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	NIL	NIL
E-waste (B)	3.851	3.013
Bio-medical waste (C)	0.013	0.009
Construction and demolition waste (D)	NIL	NIL
Battery waste (E)	20.497	71.455
Radioactive waste (F)	NIL	NIL
Other Hazardous waste. Please specify, if any. (G) (Used Oil, Used Graese, Cotton Waste, ETP Sludge from ETP, Paint Sludge)	278.520	266.741
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	NIL	NIL
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>302.881</b>	<b>341.218</b>

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT/INR in Lakhs)	0.0009	0.0011
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (MT/INR in Lakhs)*PPP	0.0194	0.0255
Waste intensity in terms of physical output (MT/MT)	0.0016	0.0021
Waste intensity (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)

**Category of waste**

(i) Recycled/Re-used	94.084	134.185
(iii) Other recovery operations	NIL	NIL
<b>Total</b>	<b>94.084</b>	<b>134.185</b>

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

**Category of waste**

(i) Incineration	208.512	206.738
(ii) Landfilling	NIL	NIL
(iii) Other disposal operations	NIL	NIL
<b>Total</b>	<b>208.512</b>	<b>206.738</b>

**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 – Yes, Bureau Veritas



## Business Responsibility & Sustainability Report for the Financial Year 2023-24

### 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:

The Company is constantly working to reduce hazardous and non-hazardous waste in its manufacturing sites. Throughout the year, the Company has implemented measures such as recycling waste oil, thus reducing hazardous waste load and recycling Effluent Treatment Plant (ETP) sludge, which reduces disposal to landfills.

Managing Hazardous Wastes: Hazardous wastes are handled as per the requirements and a waste registry is maintained. They are disposed to the relevant authorised agencies for proper handling. The Company complies with all Jharkhand State Pollution Control Board (JSPCB) rules and regulations on how these products must be properly stored, handled, shipped, or recycled to limit exposure potential as well as all international standards that apply to the Company in the locations where it operates.

The Company has a robust data collection system and incorporates waste generated into its monthly environmental MIS. These activities enable the Company to prevent its facilities from diverting waste to landfill and regulatory challenges.

The Company is also implementing a 9R waste management plan that will help to reduce and efficiently manage Company's waste across Plants.

### 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:

Not Applicable

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

In all areas of operations, the Company is in compliance with the regulatory environmental laws and Code of Conduct.

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
Ramkrishna Forgings Limited - Plant VII, Expansion of Forging Capacity from 18,600 MTs to 1,00,000 MTs	EIA Notification 2006	14 September, 2006	Yes, Vardan Environet NABET/EIA/2326/RA 0284 Plot No. 82A, Sector-5, IMT Manesar, Gurgaon, Haryana-122052 Email: <a href="mailto:metallurgy@vardan.co.in">metallurgy@vardan.co.in</a> , Mob: 9953147268	Yes	<a href="http://www.ramkrishnaforgings.com">www.ramkrishnaforgings.com</a>

### 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 there under (Y/N). If not, provide details of all such non-compliances, in the following format:

The Company is compliant with all applicable environmental laws/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 made thereunder during the Financial Year 2023-24.

### 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:
  - 8 (Eight)
- 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:

Sl. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Indo American Chamber of Commerce (IACC)	National
2.	Engineering Export Promotional Council (EEPC)	National
3.	Indo German Chamber of Commerce (IGCC)	National

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Sl. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
4.	Automotive Component Manufacturers Association of India (ACMA)	National
5.	Singhbhum Chamber of Commerce (SCC)	State
6.	Adityapur Small Industries Association (ASIA)	State
7.	Confederation of Indian Industries (CII)	State
8.	The Institute of Indian Foundrymen (IIF)	State

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

There were no incidents of anti-competitive behavior involving the Company during the reporting period i.e, Financial Year 2023-24.

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

Sl. 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
The Company directly or through trade bodies and other associations puts forth a number of suggestions with respect to the industry in general and its activities in particular.					

**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:**

The Company undertakes its Corporate Social Responsibility activities through various "CSR Yojanas". However, the Company has not conducted any Social Impact Assessment as the same is not applicable as per the applicable laws.

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
No Social Impact Assessments of projects were required to be undertaken during the Financial Year 2023-24 as per the applicable laws.					

**2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R & R) is being undertaken by your entity, in the following format:**

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

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

The Company's Corporate Social Responsibility (CSR) team has been bestowed with the responsibility to monitor the CSR projects regularly. In the process they continuously engage with the communities in the areas of operation. Any grievances brought to the attention of the Corporate Social Responsibility Committee are timely addressed and resolution is reached.

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

Particulars *	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/ Small Producers	2%	3%
Directly from within India	98%	97%

\*Only covers Raw Materials



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### 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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	NIL	NIL
Semi-urban	NIL	NIL
Urban	86%	87%
Metropolitan	14%	13%

\*Locations has been categorized as per RBI Classification System – rural/ semi-urban / urban / metropolitans

### 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
Since no Social Impact Assessments were required to be done for projects during the Financial Year 2023-24, no corrective actions were required to be taken.	

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

Sr. No.	State	Aspirational District	Amount spent (in INR)
		NIL	

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

(b) From which marginalized /vulnerable groups do you procure? Not Applicable

(c) What percentage of total procurement (by value) does it constitute? Not Applicable

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

Not Applicable

#### 5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved:

Not Applicable

#### 6. Details of beneficiaries of CSR Projects:

Sl. No.	CSR Project	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
a.	Ramkrishna Siksha Yojana – Educational Facilities for Underprivileged Children	1,000	100%
b.	Ramkrishna Jankalyan Yojana – Free Meal Distribution to Underprivileged Persons	500	100%
c.	Ramkrishna Swastya Yojana – Care for Autism	15	100%
d.	Ramkrishna Jankalyan Yojana – Orphanage Construction	16	100%

### 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:

The Company has an integrated management system procedure for handling and resolution of customer complaints.

Customer response and customer satisfaction are amongst the most important factors for the Company. The Company engages with

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its customers on various platforms to understand their expectations. The Company obtains customer feedback directly or by referring to the customer portal on a monthly basis. Accordingly, corrective measures are planned and implemented. Customer satisfaction trends are compiled, monitored and reviewed by top management at defined intervals for getting directives for improvement.

**2. Turnover of products and/services as a percentage of turnover from ALL products/services that carry information about Environmental and Social Parameters relevant to the product, safe and responsible usage, recycling and/or safe disposal:**

Products sold by the Company are completely recyclable as they are metal components. However, the estimation of environmental and social parameters relevant to the product as a percentage of total turnover is not being done by the Company.

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

Particulars	FY 2023-24 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Received during the year	Pending resolution at end of the year	Remarks	Received during the year	Pending resolution at end of the year	Remarks
Data Privacy	NIL		No remarks	NIL		No Remarks
Advertising						
Cyber security						
Delivery of essential services	Not Applicable			Not Applicable		
Restrictive Trade Practices	NIL			NIL		
Unfair Trade Practices						
Other (CRM, CCS, Sales, Brigade+)						

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

No instances were reported where the Company's Products were recalled either voluntarily or forced during the Financial Year 2023-24.

Particulars	Number	Reasons for recall
Voluntary recalls	NIL	NIL
Forced recalls		

**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:**

The Company has implemented a firewall between the internet and private internal network in order to create a secure operating environment for its computers and network resources. The purpose of the firewall is to filter internet traffic in order to mitigate risks and losses associated with security threats, while maintaining appropriate level of access. The IT Security Policy refers specifically to the firewall already installed in the Company's premises. The role of this firewall is to protect internal systems and restrict unwanted access into the Network. In order to ensure greater privacy pen drive access and Hard Disk Drive (HDD) access are blocked by the Company and only registered users can use the same.

The IT Security Policy of the Company is maintained on the intranet portal of the Company.

**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:**

The Company is in the process of implementing a Full-Fledged Data Loss Prevention (DLP) Software into its systems. The Company will also be undertaking a Proof of Concept (POC) mechanism to understand the successful implementation of the DLP system.

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

- Number of instances of data breaches: NIL
- Percentage of data breaches involving personally identifiable information of customers: NIL
- Impact, if any, of the data breaches: Not Applicable





## Business Responsibility & Sustainability Report for the Financial Year 2023-24

### Leadership Indicators

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

The Company's website has information about all the products that the Company offers. The weblink for the same can be accessed at [www.ramkrishnaforgings.com](http://www.ramkrishnaforgings.com).

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

Since the products of the Company are directly supplied to the Original Equipment Manufacturers (OEMs) and Tier 1 customers, who then assemble and send the end product to the general customer, The Company has limited scope for informing and educating the end user about the safe and responsible usage of its products.

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

Since the products of the Company are directly supplied to the Original Equipment Manufacturers (OEMs) and Tier 1 customers, who then assemble and send the end product to the customer, the Company has limited scope for informing the end user about the risk of disruption/discontinuation of its essential service.

**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):**

Yes, since the Company's products are OEM specific and as per the OEM Requirements, the Company displays product requirements on packaging as per requirements of the OEMs and are consistent with the mandated laws which are applicable to the Company. Yes, Customer response and customer satisfaction are one of the most important factors for the Company. The Company engages with its customers at various platforms to understand their expectations.

The Company obtains customer feedback directly or by referring to customer portal on a monthly basis to identify the areas of concern reported. Accordingly, corrective measures are planned by the Company and implemented thereafter. Customer satisfaction trends are compiled, monitored and reviewed by the top management of the Company at defined intervals and improvements suggested by the management are implemented.