

ANNEXURE-7

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Company	L01111DL1993PLC052845
2	Name of the Company	KRBL Limited
3	Year of Incorporation	30-03-1993
4	Registered office address	5190, Lahori Gate, Delhi – 110006
5	Corporate office address	C-32, 5 th & 6 th Floor Sector-62 Noida – 201301 (UP), India
6	E-mail id	investor@krblindia.com
7	Telephone	+91-120-4060300
8	Website	http://www.krblrice.com/
9	Financial year for which reporting is being done	FY 2022-23
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) Bombay Stock Exchange Limited (BSE)
11	Paid-up capital	₹23.54 Cr (As on 31.03.2023)
12	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Ms. Jyoti Verma, Company Secretary and Compliance Officer, Email: investor@krblindia.com Telephone: +91-120-4060300
13	Reporting Boundary	The disclosures made under this report are on a standalone basis

II. Products/services

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

S. No	Description of main activity	Description of business activity	% of turnover
1	Manufacturing	Manufacture of Food Products	98.2
2.	Electricity Supply	Electric Power Generation	1.8

15. Products/services sold by the entity (accounting for 90% of the entity's turnover):

S. No.	Product/Service	NIC Code	% of total turnover contributed
1	Manufacture of Food Products (Rice, Chia Seeds, Flax Seeds, Quinoa, Glucose etc.)	106	98.2
2	Electric Power Generation (Solar Energy and other non-conventional sources)	351	1.8

III. Operations

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

Location	Number of plants	Number of offices	Total
National	4*	2	6
International	-	-	-

*Above does not include the Anjar Gujarat manufacturing plant which commenced production in June, 2023.

17. Markets served by the entity
a. Number of locations

Locations	Number
National (No. of states)	Pan India
International (No. of countries)	90+

KRBL Limited has a strong distributor network spread across India. The Company's products are exported to more than 90 countries spread across the globe. KRBL Limited is also a leader in the Basmati Rice consumer market in the branded rice segment.

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

35.67%

c. A brief on types of customers

KRBL Limited has a robust customer base that spans across the globe, catering to three categories of consumers: end-consumers, channel partners, and institutional buyers. End-consumers currently purchase company's products through retail and e-tail. Channel partners include distributors, dealers (wholesalers) and retailers. Institutional buyers include modern trade, hotels, restaurants, caterers, and E-commerce partners. Many of our customers have been with the company for over 25 years now, which demonstrates long-term and strong relationships the company has with them.

IV. Employees
18. Details as at end of financial year
a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1	Permanent (D)	1,636	1,602	98%	34	2%
2	Other than Permanent (E)	208	208	100%	-	-
3	Total employees (D+E)	1,844	1,810	98%	34	2%
WORKERS						
4	Permanent (F)	878	828	94%	50	6%
5	Other than Permanent (G)	320	266	83%	54	17%
6	Total workers (F+G)	1,198	1,094	91%	104	9%

As per SEBI, the term "permanent employee or "permanent worker" refers to an employee or worker employed for full-time or part-time work, for a period of time that is not determined.

Similarly, the term "other than permanent employee" or "other than permanent worker" is used for employees or workers employed for a specific period, or on completion of a specific task/event such as the end of a project or the return of an employee who had been replaced. In case of "Other than permanent" employees or workers, employment can take place directly on the part of the entity or through third-party contractors.

The Company has made disclosures in consonance with these definitions.

b. Differently abled employees and workers:

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

19. Participation/inclusion/representation of women:

	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	8	2	25
Key Management Personnel*	6	2	33

* Comprising Chairman & Managing Director, Joint Managing Directors, Whole-time Director, Chief Financial Officer and Company Secretary

20. Turnover rate for permanent employees and workers:

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	12.26%	22.95%	12.48%	11.96%	30.77%	12.36%	7.46%	34.78%	8.07%
Permanent Workers	13.69%	5.88%	13.27%	15.97%	5.83%	15.50%	10.32%	5.88%	10.14%

V. Holding, subsidiary and associate companies (including joint ventures)

21 a) Names of holding / subsidiary / associate companies / joint ventures:

S. No.	Name of Holding/Subsidiary/ Associate Companies/Joint Venture (A)	Indicate whether Holding/ Subsidiary/ Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated in column A, participate in the Business Responsibility initiatives of listed entity? (Yes/No)
1	KRBL DMCC Group (includes step down wholly owned subsidiary)	Subsidiary	100%	Yes
2	K B Exports Private Limited	Subsidiary	70%	Yes

VI. CSR Details

22 (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in ₹) for the Financial Year ended 31 March 2023

₹5,363 Crores

(iii) Net worth (in ₹) as on 31 March 2023

₹4,684 Crores

VII. Transparency and Disclosures Compliances

23. Complaints/grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC)

Any person or entity that is impacted by the business operations is considered a stakeholder by the company. We place great importance on stakeholder confidence and timely resolution of their grievances. Our website provides contact information for Investor Grievances, as well as details of the Nodal Officer for Investor Education and Protection Fund Authority (IEPF). All employees have access to and can use the Human Resources (HR) Connect portal to raise any type of grievance, and they can also directly contact the HR department for their concerns. The company adheres to several policies, such as the Vigil Mechanism (Whistle-blower policy) [https://krblrice.com/policy-guidelines/Vigil-Mechanism-\(Whistle-Blower%20Policy\).pdf](https://krblrice.com/policy-guidelines/Vigil-Mechanism-(Whistle-Blower%20Policy).pdf) and Grievance Redressal Policy, <https://krblrice.com/Stakeholders%20Grievance%20Redressal%20Policy.pdf> available on the Company's website at <https://krblrice.com/investor-relation/>.

Stakeholder Group from whom complaint is received	Grievance Redressal Mechanism in Place	FY 2022-23			FY 2021-22		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes	-	-	-	-	-	-
Investors (other than shareholders)	Yes. We have a dedicated email id investor@krblindia.com where investors/shareholders can raise their grievances or queries. The Website of the Company has a separate section which provides the contact details for specific grievances of Investors https://krblrice.com/investor-support/	-	-	General Queries with regard to dividend/ Annual Report/IEPF Shares were received and addressed within due course of time.	-	-	-
Shareholders		-	-		2	Nil	-

Stakeholder Group from whom complaint is received	Grievance Redressal Mechanism in Place	FY 2022-23			FY 2021-22		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Employees and workers	<p>Yes. KRBL Limited maintains a Human Resources Management System (HRMS) portal for its employees. The portal provides a helpdesk to employees for resolving any complaints.</p> <p>The company has instituted Works Committee, Grievance Handling Committee and Safety Committee which looks into any grievances of the workers.</p>	6	Nil	-	8	Nil	-
Customers	<p>Yes. KRBL Limited is committed to providing exceptional customer service and has implemented dual touchpoints to address any customer complaints related to KRBL Limited's products. Customers can reach out to us through toll-free customer care number, 1800-102-5290, or via customer care email, customercare@krblindia.com.</p>	304	Nil	-	318	Nil	-
Value Chain Partners	Yes	16	Nil	-	16	Nil	-
Other (please specify)	-	-	-	-	-	-	-

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

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

Identification of environmental, social and governance topics is pertinent to our business conduct. We are cognizant of the fact that these issues are significant to our stakeholders as well as our business operations. To this effect, we have conducted a materiality mapping exercise with a diversified group of stakeholders and identified 10 material topics/issues which are detailed in the table below:

S. 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 or opportunity (Indicate positive or negative implications)
1.	Product Quality and Safety	R	<p>KRBL Limited operates in the food and agriculture sector. Product quality and safety are material ESG (Environmental, Social, and Governance) risks that the Company addresses regularly because of the following reasons:</p> <ul style="list-style-type: none"> • Consumer Health and Safety: Consumer health and safety are core ethical values for our business. The Company's products are consumed by individuals worldwide, and it remains steadfast in its dedication to delivering products that consistently uphold rigorous standards of quality and safety. • Supply Chain Risks: KRBL Limited procures paddy from the APMC Mandis, and any issues related to the quality of the paddy & rice procured can impact the quality of the final product. Thus ensuring that the Company continues to source rice from suppliers based on superior grain quality is important. • Reputation: KRBL Limited's reputation is critical to its success, and any adverse news related to the quality and safety of its products can affect its brand reputation, which can have long-term negative effects on the business. As a company that exports its products worldwide, KRBL Limited ensures that it meets international quality and safety standards to maintain its reputation as a premium Basmati rice-brand. 	<p>In order to meet product quality and safety requirements, the company has ensured compliance with various certifications standards: some of them are:</p> <ul style="list-style-type: none"> • FSSC 22000 issued by Eurofins • Halal Certification issued by Halal Certification Services India Pvt Ltd. • SQF Food Safety Code for Manufacturing Edition 9, issued by Eurofins • BRC Certification issued by Eurofins 	Negative
2.	Ethics and Governance	O	<p>Good ethics and governance practices improve overall company performance and boost consumer confidence. This has been categorized as an opportunity because of the following reasons:</p> <ul style="list-style-type: none"> • Reputation and Brand Value: By ensuring that its business practices are transparent, ethical, and compliant with local and international laws and regulations, KRBL Limited is able to enhance its reputation and brand value, which would lead to increased customer loyalty and trust. • Competitive Advantage: Companies that prioritize ethics and governance in their business practices are more likely to gain a competitive advantage, as they are better positioned to attract investors, customers, and employees who prioritize ethical and sustainable business practices. 	NA	Positive

- Risk Mitigation: By implementing robust governance structures and policies, KRBL Limited mitigates risks related to unethical practices, such as corruption and conflicts of interest, which can lead to legal, financial, and reputational damage.
- Improved Stakeholder Engagement: By prioritizing ethics and governance, KRBL Limited improves stakeholder engagement and builds stronger relationships with investors, customers, and other stakeholders, which would lead to increased collaboration, innovation, and growth.
- Long-term Sustainability: By focusing on ethics and governance, KRBL Limited ensures long-term sustainability of its business by reducing risks, enhancing reputation, and building a culture of trust and transparency.

<p>3. Responsible Marketing and Communication</p>	<p>○</p>	<p>KRBL Limited ships products across the world and brand communication influences consumer decisions. This issue has been categorized as an opportunity because of the following reasons:</p> <ul style="list-style-type: none"> • Consumer Trust: By adopting responsible marketing and communication practices, KRBL Limited is able to build trust with consumers, leading to increased loyalty and repeat purchases. Consumers are increasingly conscious of the impact of their purchasing decisions on the environment and society, and companies that prioritize responsible marketing and communication can attract and retain these consumers. • Reputation and Brand Value: By communicating transparently and responsibly about its products and business practices, KRBL Limited enhances its reputation and brand value, leading to increased customer loyalty, investor confidence, and stakeholder trust. • Social and Environmental Impact: Responsible marketing and communication help KRBL Limited showcase its positive impact on society and the environment, such as its efforts to promote sustainable agriculture practices and support local farmers. This can enhance its social license to operate and attract socially responsible investors. • Legal and Regulatory Compliance: By adopting responsible marketing and communication practices, KRBL Limited ensures compliance with local and international laws and regulations related to advertising, labelling, and product claims, reducing the risk of legal and financial liabilities. 	<p>NA</p>	<p>Positive</p>
--	----------	---	-----------	-----------------

4. Health, Safety and Well-Being	R	<p>KRBL Limited ensures highest level of health and safety through its production process by identifying Health, Safety and Well-Being as a key material risk for the following reasons:</p> <ul style="list-style-type: none"> • Employee Well-being: KRBL Limited's employees are its most valuable asset, and their well-being is crucial to the company's success. A safe and healthy work environment will lead to decreased employee turnover, increased productivity, and enhanced brand reputation. • Occupational Health and Safety: KRBL Limited's operations involve various risks such as machinery hazards, chemical exposure, and physical strain. • Supply Chain Risks: KRBL Limited sources its raw materials from various suppliers, and proper health and safety practices across their operations would lead to decreased risks of supply chain disruptions, product recalls, and legal liabilities. • Community Health and Safety: KRBL Limited's production processes can also have an impact on the health and safety of the surrounding communities. • Regulatory Compliance: Non-compliance with health and safety regulations can result in legal and financial liabilities for KRBL Limited, leading to reputational damage and financial losses. <p>In conclusion, health, safety, and well-being can be seen as a material ESG risk for KRBL Limited, leading to potential risks such as occupational hazards, community health risks, employee well-being, supply chain risks, and legal and financial liabilities. By prioritizing health, safety, and well-being in its operations and supply chain, KRBL mitigates these risks and ensures the sustainability of its business.</p>	<p>We have undertaken the following risk mitigation measures:</p> <ul style="list-style-type: none"> • KRBL Limited has in place a Standard Operating Procedure for Operational Rescue Measure to ensure business continuity and the safety of employees • First aid room available with trained first aiders. • Proper PPE kits have been provided to workers • Relevant safety equipment such as gloves, safety shoes, ear plugs, helmets etc. have been provided to workers • Training on emergency preparedness and use of fire extinguisher are provided on a periodic basis • For safe disposal of waste (used oils) generated through milling machine repair and maintenance, used oils are discarded through an external waste management agency. • For lifts, Annual Maintenance Contract with Original Equipment Manufacturer (OEM) has been processed and periodic meetings for the same are conducted. 	Negative
---	----------	---	---	----------

5. Emissions	R	Emissions have been categorized as a risk since KRBL Limited's operations involve various emissions such as greenhouse gases, particulate matter, and volatile organic compounds, which can have adverse effects on the environment and public health. The company also relies on fossil fuels for energy generation, which can contribute to climate change. Failure to address emissions can lead to adverse living conditions for society and accelerated climate-change. Addressing emission concerns timely helps us stay ahead of increased regulatory scrutiny, reputational damage, and financial losses.	<ul style="list-style-type: none"> • The Company uses rice-husk as a primary fuel to power its boilers. Hence reducing its dependence on traditional fossil fuel and grid electricity which has a lower energy to emission ratio in comparison to rice-husk. • The plants are strategically located near the paddy producing markets thus optimising transportation related emissions. • Our Gujarat plant which caters to the overseas markets is strategically located close to the port further optimizing our downstream emissions. • Highly efficient ESP chimneys are installed across manufacturing units and are cleaned properly by trained staff • DG stack emission testing is conducted regularly • Masks are provided to workers 	Negative
6. Waste Management	O	Waste management is categorised as an opportunity since the company's operations generate various forms of waste, such as agricultural waste, packaging waste, and wastewater, which can have adverse environmental impacts. By adopting sustainable waste management practices, KRBL Limited reduces its environmental footprint, conserves resources, and minimizes waste disposal costs. Sustainable waste management can also enhance KRBL Limited reputation as a responsible and environmentally conscious company, leading to increased stakeholder trust and support. By prioritizing waste management, KRBL Limited is able to align its business operations with sustainable development goals, drive long-term growth, and contribute to a more sustainable future.	NA	Positive
7. Sustainable Packaging	O	Sustainable packaging can be seen as an opportunity since the company's packaging operations involve the use of various materials such as plastic, paper, and cardboard, which can have adverse environmental impacts. By adopting sustainable packaging practices, such as using eco-friendly materials and reducing packaging waste, KRBL Limited minimizes its environmental footprint, conserves resources, and reduces its packaging costs. Sustainable packaging can also enhance KRBL Limited's reputation as a responsible and environmentally conscious company, leading to increased stakeholder trust and support.	NA	Positive

8. Climate Resilient Agriculture	R	Climate resilient agriculture has been categorised as a risk since KRBL Limited's operations are highly dependent on weather patterns, and climate change can adversely affect the company's production and profitability. Climate resilient agriculture practices help KRBL Limited mitigate the risks associated with climate change by adapting to changing weather patterns, conserving resources, and reducing greenhouse gas emissions. Failure to adopt climate resilient agriculture practices can lead to decreased crop yields, increased production costs, and reputational damage. By prioritizing climate resilient agriculture, KRBL Limited aligns its business operations with sustainable development goals, improve its resilience to climate change, and contribute to a more sustainable future.	<ul style="list-style-type: none"> • KRBL Limited's R&D cell, in collaboration with the PUSA institute, has introduced improved seed varieties (1886 and 1667) to improve crop resistance to pests and diseases • KRBL Limited provides farmers with Integrated Pest Management (IPM) Kits • Water treatment facilities have been set up with the help of R&D cell at all company units to ensure re-use of water across subsidiary activities. 	Negative
9. Community Relations	O	Community operations is categorised as an opportunity for KRBL Limited as its operations have a significant impact on the surrounding communities, and by adopting sustainable community practices, the company can enhance its social impact, increase stakeholder engagement, and improve its reputation. Sustainable community operations can include initiatives such as supporting local farmers, investing in community development programs, and engaging with stakeholders to address community concerns. By prioritizing sustainable community operations, KRBL Limited aligns its business operations with sustainable development goals, fosters positive relationships with its stakeholders, and contributes to the social and economic development of the communities it operates in.	NA	Positive
10. Sustainable Sourcing	O	Sustainable sourcing has been identified as an opportunity since the company's supply chain involves various stakeholders, including farmers, suppliers' distributors, and by adopting sustainable sourcing practices, KRBL Limited minimizes its environmental footprint, improving the welfare of workers and farmers, and enhancing its reputation. Sustainable sourcing practices can include initiatives such as promoting sustainable agriculture practices, reducing waste in the supply chain, and ensuring fair labour practices. By prioritizing sustainable sourcing, KRBL Limited aligns its business operations with sustainable development goals, increase stakeholder engagement, and contribute to a more sustainable and equitable supply chain.	NA	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURE

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

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

P1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect and make efforts to restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Question	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 elements 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)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web link of the policies, if available	<p>The policies related to all the aforementioned 9 principles are available on the company's website https://krblrice.com/policies-codes-related-documents/ under the link "Investor Relations."</p> <p>However, the internal policies of the company pertaining to employment, leave, and product quality are available on the company's intranet only.</p>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4.Name the national and international codes/ certifications/ labels/ standards	<ul style="list-style-type: none"> •Food Safety System Certification 22000 (FSSC) •Safe Quality Food (SQF) •HALAL PRODUCT CERTIFICATION •USFDA REGISTERED <p>SEDEX Good Manufacturing Practice (GMP)</p> <p>BRC Certification</p>								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	<p>KRBL Limited considers upholding the highest principles concerning Ethics, Business Sustainability, Employee Health and Well-being, Stakeholder Satisfaction, Human Rights, Environmental Responsibility, Public and Regulatory Policy, CSR and Consumer Satisfaction very important. The Company has not set any specific commitments, goals and targets as yet but is on path to set specific goals in the future.</p>								

6. Performance of the entity against specific commitments, goals and targets

KRBL Limited is setting objectives and aligning its progress against goals and other commitments related to environmental, social, and governance (ESG) matters. The Company's physical as well as operational infrastructure have been designed to enhance and aid its performance on the sustainability aspects. For instance, manufacturing plants are in close proximity to the APMC Mandi, which helps us in reducing the cost of transportation, as well as the emissions in the process. From conducting regular mock-drills for emergency preparedness to establishing detailed Standard Operating Procedures (SOP) for Customer Complaint Management and Operational Rescue Measures, KRBL Limited is taking all necessary steps to ascertain enhanced performance across the Environment, Social and Governance parameters.

As regards performance with respect to NGRBC's 9 principles, the company ensures the following:

- Emphasizing the significance of corporate governance, the company conducts regular training sessions for both senior management and employees on topics such as Prevention of Sexual Harassment (POSH), as well as updates and matters concerning regulations. Senior and Key Management Personnel also receive training on subjects like insider trading. The company upholds various policies including Whistle-blower, Anti-Bribery and Anti-Corruption (ABAC), and others, all geared towards maintaining transparency as a guiding principle throughout its operations.
- KRBL Limited has collaborated with third parties to oversee the Extended Producer Responsibility (EPR) program, particularly for plastic packaging waste. It has also established an Environmental Protection Policy that employs a Plan-Do-Check-Act approach to monitor its operational sites, including material utilization and waste generation.
- Prioritizing the well-being of its employees, the company conducts regular training sessions and reviews for performance and career development. SOPs have been implemented for managing occupational health and safety, and Hazard Identification and Risk Assessments (HIRA) are carried out to evaluate routine and non-routine risks. Workers are also trained regularly on safety aspects such as chemical handling and mock drills are conducted
- The Company places substantial emphasis on consistent engagement with stakeholders and has conducted a materiality assessment to ensure that the topics deemed important by the Company also incorporate valuable insights from stakeholders.
- KRBL Limited adheres to its Human Rights Policy and has not received any complaints related to human rights issues in the present or previous fiscal year.
- Taking strides towards enhanced sustainability, the company utilizes rice-husk, a by-product of rice production, to generate both heat and power for operations. Manufacturing plants are strategically located close to APMC Mandis, which has led to reduced emissions from upstream transportation.
- Additionally, KRBL Limited has undertaken several Corporate Social Responsibility (CSR) projects. The company also employs robust measures to ensure consumer awareness and maintains effective processes to uphold cybersecurity and data privacy.

Demonstrating its commitment to ESG values as integral components of its core principles, KRBL Limited aims to establish future targets and monitor their progress.

GOVERNANCE, LEADERSHIP AND OVERSIGHT

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

At KRBL Limited, performing well on Sustainability parameters forms the core of business operations. The Company recognises its obligation to lead the way in sustainable progress, viewing it as more than just a social responsibility. For this, the Company has consistently aligned its business strategies with sustainability and circularity. From re-using by products such as rice husk across operations to recycling waste, the concept of circularity is central to conducting business at KRBL Limited.

KRBL Limited's goal is to safeguard and create value for all its stakeholders, including its shareholders.

The Board of Directors responsibly protects and enhances shareholder value through strategic supervision. It ensures that the Company establishes clear sustainable goals aligned with shareholder value and growth. KRBL Limited's CSR & ESG Committee also oversees implementation of sustainability policies, monitors progress of CSR programs, and ensures compliance.

The Company is a prominent figure in the Indian food processing sector, with a strong focus on rice milling and marketing. It has significantly enhanced India's Basmati rice value chain, leading to global recognition and high-quality reputation for its rice brands. Throughout the fiscal year, it has worked to reinforce consumer well-being and health as a practice across the organization.

The company concentrates on adopting and integrating new technology across its business functions to achieve its long-term growth goals. Rice husk, a by-product from rice milling, is used as an alternate renewable fuel as a substitute to fossil fuel. Further, the Company prioritizes waste management and has embraced the Extended Producer Responsibility (EPR) approach, particularly for plastic packaging waste. The Company has been engaged in recycling e-waste, showcasing its strong commitment to environmental protection and sustainability.

Such consistent efforts towards conducting business sustainably have resulted in the Company being awarded with the distinguished “Climate Positive Award 2022” by Green Cross, United Kingdom marking a crucial milestone in the Company’s concerted efforts in combating climate change.

KRBL Limited’s interventions aid its sustainability journey. It aims to incorporate more and more such initiatives across its business to not only improve its ESG performance, but also set industry-wide standards.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility & Sustainability (BRSR) policies.

The CSR & ESG Committee of the Board, chaired by the Chairman & Managing Director of the Company, reviews and oversees the implementation of the sustainability policies of the Company.

9. Does the entity have a specified committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes/ No). If yes, provide details.

Yes, CSR & ESG Committee of the Board, among other responsibilities; reviews, monitors, and provides strategic direction towards fulfilling the company’s CSR and sustainability practices and objectives. The Committee is also responsible for reviewing the Business Responsibility and Sustainability Report and recommending the same to the Board for adoption. The Committee comprises the following members:

1. Anil Kumar Mittal, Chairman and Managing Director and Chairman of CSR & ESG Committee
2. Anoop Kumar Gupta, Joint Managing Director Non-Executive, Member of CSR & ESG Committee.
3. Vinod Ahuja, Independent Non-Executive Director, Member of CSR & ESG Committee.

10. Details of Review of the National Guidelines on Responsible Business Conduct (NGRBC) by the company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency: Annually (A) / Half yearly (H) / Quarterly (Q) / Any other – please specify									
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9	
Performance against above policies & follow up action																			Annually
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances																			Quarterly

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

P1	P2	P3	P4	P5	P6	P7	P8	P9
No independent assessment of the working of policies has been conducted by any external agency.								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/ No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)							NA		
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

UN SDGs



Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its audit impact	% of persons in respective category covered by the awareness programmes
Board of Directors	6	Insider Trading laws, Structured Digital Database, Regulatory Updates, Roles and responsibilities of Independent Directors	100%
Key Managerial Personnel (KMP)	6	Insider Trading laws, Structured Digital Database, Regulatory Updates, Roles and responsibilities of Independent Directors	100%
Employees other than BoD and KMPs	33	POSH, Internal audit, Regulatory affairs, Food Safety, Phytosanitary requirements, Industrial Relations, Skill Upgradation, Stress Management	55%
Workers	32	POSH, Internal audit, Food Safety, Chemical handling, Pest Control, Quality Parameters	26%

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

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred (Y/N)
Penalty/ Fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding Fee	-	-	-	-	-
Non-Monetary					
Imprisonment	-	-	-	-	-
Punishment	-	-	-	-	-

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 institution
-	-

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. The Company has a zero-tolerance approach towards bribery and corruption and is dedicated to conducting all its business dealings and relationships with professionalism, fairness and integrity. The policy applies to all individuals associated with the company, including senior managers, officers, directors, employees, consultants, contractors, trainees, secondary staff, casual workers, agents, sponsors and third parties.

Employees of the Company agree to follow the Code of Conduct at the time of joining and then on an annual basis.

Furthermore, KRBL Limited has established a mechanism known as the Vigil Mechanism (Whistle Blower Policy) to report incidents of misconduct, such as unethical behaviour, malpractices and fraud. All directors, employees, and business associates can directly report such incidents to the Chairman of the Audit Committee under the Whistle Blower Policy.

The Anti-Bribery and Anti-Corruption policy may be viewed on the link below:

<https://krblrice.com/Anti%20Bribery%20and%20Anti%20Corruption%20Policy.pdf>

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

	FY 2022- 23	FY 2021- 22
Directors		
KMPs		
Employees		
Workers		

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

	FY 2022- 23		FY 2021- 22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors				
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.

NIL

Leadership Indicators

2. Does the entity have processes in place to avoid / manage conflicts of interest involving members of the Board? (Yes / No) If yes, provide details of the same.

The Code of Business Conduct and Ethics at KRBL Limited contains details on managing conflicts of interest situations and to identify any actual or potential conflicts of interest that may arise between directors, designated employees and the company during business activities. The Code also provides guidelines for avoiding such conflicts of interest, whether they are actual or apparent, and outlines the mechanism for reporting any such situations.

In addition, the company receives annual declarations from its Board Members and Key Managerial Personnel regarding their interests in other entities. KRBL Limited ensures that the necessary approvals, as required under statutes and the company's policy, are obtained.

The policy is available at: <https://krblrice.com/codes/Code-of-Business-Conduct-and-Ethics.pdf>

PRINCIPLE 2 -BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

UN SDGs



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.

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impact
R&D	100%	100%	Improving seed quality
Capex	-	-	-

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

Yes. A Sustainable Procurement Policy and related procedures are in place. The policy is guided by the company's approach to implement sustainable business practices and the preference to use high-quality and locally available agricultural materials. Through this policy, during the product-sourcing process KRBL Limited is predisposed towards local vendors and suppliers providing high-quality and locally produced goods.

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

KRBL Limited has an enhanced focus on sourcing goods in a responsible manner. Throughout the company's procurement process, products are sourced locally and from Micro-small and Medium Enterprises (MSMEs) and other small producers to the extent possible. Notwithstanding this, a mapping exercise of sustainable procurement by value of total procurement is yet to be initiated.

The company shall ensure adherence to the Sustainable Sourcing Policy and related procedures in the near future.

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.

Type of Waste	Name of Policy/ Process	Policy/ Process Description
Plastics (including packaging)	Extended Producer Responsibility	<p>KRBL Limited has partnered with a Producer Responsibility Organisation (PRO) to manage the EPR program for plastic waste. The PRO is responsible for collecting and processing plastic waste generated by KRBL Limited's products and packaging. Once the waste is collected and processed, the PRO provides the Company with EPR data, which includes the quantity of waste generated, collected, and processed, as well as the method of disposal.</p> <p>KRBL Limited then files this EPR data with the Central Pollution Control Board (CPCB), which is the regulatory body responsible for enforcing the Plastic Waste Management Rules, 2016. By filing this data, the Company is demonstrating its compliance with the rules and its commitment to environmental protection.</p>
E-waste	Environment Protection Policy	<p>KRBL Limited has adopted an Environment Protection Policy that prioritizes waste management. The company aims to conduct compliance checks regularly and follows a Plan-Do-Check-Act approach to monitor all operational sites, including material usage and waste generation. KRBL Limited is also committed to managing waste efficiently and implementing strategies for reducing, reusing, and recycling to the extent possible.</p>
Hazardous waste		
Other waste		

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

Yes, KRBL Limited is committed to keep pace with the constantly evolving regulations surrounding plastic waste management. To this end, the organization has embraced the Extended Producer's Responsibility approach, with a view to collecting and recycling more than 1500 tonnes of plastic waste. This has been made possible by harnessing the capacity of waste pickers through their collection centres, and recycling/co-processing plants, which work in tandem.

As a producer of food grains, plastic remains the predominant packaging material used by KRBL Limited. To ensure compliance with the Plastic Waste Management (PWM) Rules 2016, the Company has adopted the EPR approach to manage its downstream operations, specifically with regards to plastic packaging waste.

In line with its EPR compliance requirements, KRBL Limited has had to manage Category 1 Rigid plastic (32.485 MT), Category 2 Flexible Plastic (1052 MT), and Category 3 MLP Plastic (570 MT). KRBL Limited has partnered with Ecoex for facilitation of credit transfers to fulfil the company's EPR compliance requirements across all three categories of plastic.

Going forward, the Company has ambitious plans to increase the use of recycled plastic in a host of product packaging, as part of its broader commitment to contributing to SDG – 6, 12, 13, 14 and 15. The organization aims to create a more sustainable and equitable world by 2030, with a focus on reducing its environmental impact while promoting responsible waste management practices.

Leadership Indicators

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:

Type of Waste	FY 2022-23			FY 2021-22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	1,084	570	-	1,187	639
E-waste	-	-	0.29	-	-	0.12
Hazardous waste	-	-	1.30	-	-	1.49
Other waste	-	-	-	-	-	10.92

PRINCIPLE 3- BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

UN SDGs



Essential Indicators

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

Category	% of employees covered by										
	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day care facilities		
	Total (A)	No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
PERMANENT EMPLOYEES											
Male	1,602	641	40%	793	50%	-	-	-	-	-	-
Female	34	9	26%	6	18%	34	100%	-	-	-	-
Total	1,636	650	40%	799	49%	34	100%*	-	-	-	-
OTHER THAN PERMANENT EMPLOYEES											
Male	208	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	208	-	-	-	-	-	-	-	-	-	-

*100% maternity benefit coverage since all female employees are being covered.

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

Category	% of workers covered by										
	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day care facilities		
	Total (A)	No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
PERMANENT WORKERS											
Male	828	235	28%	235	28%	-	-	-	-	-	-
Female	50	43	86%	43	86%	50	100%	-	-	-	-
Total	878	278	32%	278	32%	50	100%*	-	-	-	-
OTHER THAN PERMANENT WORKERS											
Male	266	-	-	-	-	-	-	-	-	-	-
Female	54	-	-	-	-	54	100%	-	-	-	-
Total	320	-	-	-	-	54	100%*	-	-	-	-

*100% maternity benefit coverage since all female permanent and other than permanent workers are being covered.

2. Details of retirement benefits for the current and previous financial year:

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered (as a % of total employees)	No. of workers covered (as a % of total workers)	Deducted & deposited with the authority (Yes/No/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 (Yes/No/N.A.)
PF	86%	98%	Yes	84%	96%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI*	28%	100%	Yes	28%	100%	Yes
Others- Labour Welfare Fund (LWF)	40%	67%	Yes	37%	65%	Yes

*As per the ESI Regulation, 100% of the eligible employees and workers have been covered under the benefits.

3. Accessibility of workplaces

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

Yes. KRBL Limited has designed its workplaces to be easily accessible to everyone. The company has installed wheelchair ramps as well as elevators for convenient movement across office premises. In order to better cater to the needs of Persons with Disabilities (PwD), adequate signage, accessible restroom, and rails with stairs have also been made available.

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.

KRBL Limited follows ethical and competitive practices across its business dealings. The company's Human Rights Policy provides for equal opportunity to all employees and qualified applicants. The policy aims to eliminate discrimination with regard to employment and growth opportunity and to treat every employee with dignity and respect. The Company is an Equal Opportunity Employer and aims to maintain this inclusivity for all. It believes in treating every employee with respect and stands for the elimination of discrimination in respect of employment and occupation. In this respect, the Human Rights Policy also contains a separate clause on Human Rights for Persons with Disabilities, outlining the provisions made available by the company for PwD to enhance accessibility and inclusion. The Human Rights Policy can be accessed at: <https://krblrice.com/Human%20Rights%20Policy.pdf>

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

Gender	Permanent employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	-	-
Female	66.67	100	-	-
Total	66.67	100	-	-

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.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	KRBL Limited maintains a Human Resources Management System (HRMS) portal for its employees. The portal provides a helpdesk to employees for resolving any complaints. Additionally, the company has made suggestion boxes available where employees can post relevant suggestions. Employees can also communicate their concerns to the HR department via email or the Whistle Blower mechanism. Furthermore, the HR department is available to address any queries or concerns from the employees. The company aims to provide prompt and efficient resolution of all queries through both email communication and direct interaction.
Other than Permanent Employees	The HR department is available to address any queries or concerns from the employees. The company aims to provide prompt and efficient resolution of all queries through both email communication and direct interaction.
Permanent Workers Other than Permanent Workers	The company has instituted Works Committee, Grievance Handling Committee and Safety Committee all of which look into any grievances associated with the working conditions and safety of the workers.

KRBL Limited has implemented multiple policies to ensure that its employees and workers can get redressal of their grievances in an appropriate manner. The company's Stakeholder Grievance Redressal Policy is applicable to all stakeholders who are either affected by or affect the company's operations. A structured complaint management procedure has been instituted with the Chief Grievance Redressal Officer overseeing any issues falling in this category

In addition to this, KRBL Limited has adopted a Vigil Mechanism (Whistle-blower) Policy that details the process of registration of complaints, the manner of raising an inquiry, and the investigation process. The company also has a policy on Prevention of Sexual Harassment with a detailed overview of making complaints and resolving grievances falling under this category.

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

Employee and worker well-being is a core value at KRBL. The HRMS portal has been made available to employees to ensure that any concerns/grievances are communicated effectively. For workers, Committees such as Works, Grievance Handling and Safety play a major role in ensuring grievance redressal.

The Company aims to treat all its employees and workers with respect and dignity and to strengthen the company's relationship with them. However, at present there are no associations and trade unions recognised by the company.

Category	FY 2022-23			FY 2021-22		
	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	1,636	-	-	1,302	-	-
-Male	1,602	-	-	1,275	-	-
-Female	34	-	-	27	-	-
Total Permanent Workers	878	-	-	1,035	-	-
-Male	828	-	-	983	-	-
-Female	50	-	-	52	-	-

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On health & safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
EMPLOYEES										
Male	1,810	117	6.46%	156	8.62%	1,412	59	4.18%	75	5.31%
Female	34	3	8.82%	14	41.18%	27	3	11.11%	-	-
Total	1,844	120	6.51%	170	9.22%	1,439	62	4.31%	75	5.21%
WORKERS										
Male	1,094	114	10.42%	107	9.78%	1,015	114	11.23%	83	8.18%
Female	104	6	5.77%	1	0.96%	59	5	8.47%	-	-
Total	1,198	120	10.02%	108	9.02%	1,074	119	11.08%	83	7.73%

Note: Permanent and other than permanent employees and workers were considered.

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
EMPLOYEES						
Male	1,810	1,370	75.69%	1,412	1,147	81.23%
Female	34	25	73.53%	27	27	100.00%
Total	1,844	1,395	75.65%	1,439	1,174	81.58%
WORKERS						
Male	1,094	687	62.80%	1,015	892	87.88%
Female	104	49	47.12%	59	52	88.14%
Total	1,198	736	61.44%	1,074	944	87.90%

Note: Permanent and other than permanent employees and workers were considered.

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

Yes, KRBL Limited has a strong commitment to maintaining a safe and healthy workplace for all employees. The company has established an occupational health and safety system to prevent workplace injuries and accidents, which includes a Standard Operating Procedure for Operational Rescue Measures. This SOP outlines detailed rescue procedures that are to be followed in case of an incident, particularly for fire, ensuring business continuity and the safety of employees and products. KRBL Limited regularly conducts mock drills to test the effectiveness of the system in contingency.

Furthermore, the company has implemented a comprehensive Risk Management Framework that applies to all operational areas. The Board of Directors, in consultation with the Risk Management Committee, has developed a Risk Management Policy that articulates KRBL Limited's approach to addressing uncertainty across its operations and activities.

To support its commitment to workplace safety, KRBL Limited provides appropriate safety equipment such as helmets, gloves, earplugs, and safety shoes to all workers in its plants. The company also conducts regular training and awareness programs to educate employees about occupational health and safety issues. In case of any medical emergencies, KRBL Limited has a fully equipped first aid room staffed with trained first aiders.

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

KRBL Limited employs multiple methods to ensure that it is able to identify work-related hazards and assess any potential risks in a timely manner. The company conducts Hazards identification and Risk Assessment (HIRA) and identifies hazards across different processes/departments, classifying them on the condition, i.e., whether they are routine, non-routine or emergency. Any associated risks, along with their probability and severity, are identified and a control mechanism devised and put in place to ensure that in any such event the risk is averted/managed in a methodical manner. Employees are safeguarded from risks by activities such as providing intercom/alarm/emergency light/fan in lift cars, training and awareness programs, provision of PPEs, and availability of fire hydrants.

KRBL Limited's safety requirements are also communicated to Annual Maintenance Contract (AMC) vendors. The company ensures that all safety standards and guidelines are complied with to maintain a safe and healthy workplace for its employees.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)

Yes. Incident reporting and prevention is an important aspect of conducting business at KRBL Limited. Employees and workers are trained regularly on handling incidents and emergencies, alongside also removing themselves from such risks. Inspections are carried out on a regular basis with the SOPs on Operational Rescue Measures and Emergency Preparedness and Crisis Management laying down clearly the proper handling of such contingency situations, in case they occur.

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

Yes. Employees at KRBL have access to company provided and supported medical and healthcare services. Workers also have access to Company-funded medical support and statutory benefits under ESIC, wherever applicable.

11. Details of safety related incidents:

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	3.20	1.10
	Workers	4.50	3.10
Total recordable work-related injuries	Employees	3	1
	Workers	5	4
No. of fatalities	Employees	-	-
	Workers	-	1
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

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

KRBL Limited is engaged in the production and distribution of rice, and due to the Company's widespread operations across multiple plants, the company fully comprehends its role in maintaining a safe workplace. Emergency alarms have been installed across its office premises. The company provides the requisite safety equipment such as helmets, shoes, gloves, Personal Protective Equipment (PPE kits), etc to its workers. In order to prevent hazards related to fire, KRBL Limited has installed fire extinguishers, hydrants and shower systems. Equipment such as pressure vessel, chains and lifting tools & tackles is monitored on a periodic basis. In order to safeguard the employees and workers medically and to prevent any mishap, medical dispensary/infirmaries and ambulance have been made available in our office premises.

Apart from the abovementioned basic safety mechanisms, KRBL Limited has also introduced POSH (Prevention of Sexual Harassment) and Human Rights Policies to ensure that the company is able to provide a safe and healthy workplace to all its employees and workers.

13. Number of complaints on working conditions and health and safety made by employees and workers

Category	FY 2022-23			FY 2021-22		
	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	6	NIL	Complaints related to Canteen/ Drinking Water	8	NIL	Complaints related to Canteen/ Drinking Water
Health & Safety	-	-	-	-	-	-

14. Assessments for the year:

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

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

Following a thorough assessment of safety-related incidents and concerns, KRBL has implemented several corrective actions to address these issues and improve health and safety practices and working conditions. These actions are aimed at preventing future incidents and mitigating risks.

Regular training and awareness programs are conducted to ensure that all employees are well-informed and capable of adhering to the updated safety protocols.

PRINCIPLE 4- BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

UN SDGs



Essential Indicators

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

KRBL Limited values its stakeholders as pillars of business and demonstrates responsiveness and awareness towards them. The stakeholder engagement process is a continuous one and is based on materiality. Each stakeholder group is identified and engaged with following a consultative process with the Board of Directors (BoD) and other senior management.

Throughout the stakeholder identification process, the company seeks to understand the extent of the impact of its business on relevant groups/entities and vice versa and formulates policies and procedures in accordance with their expectations.

Based on this, KRBL Limited has identified employees and workers, investors, shareholders, farmers, suppliers, communities, regulatory authorities, and the media as its key stakeholders. The company provides due protection mechanisms and rewards for the well-being of its employees and workers, who form the backbone of its operations. Our Investors and shareholders, who support us through our business journey, are key to maintaining the viability and success of the organization. As a rice production business, farmer communities and suppliers have been identified as critical stakeholders, and the company makes active efforts to include them as part of the growth journey.

KRBL Limited respects its regulatory obligations and ensures that the highest standards of regulatory, ethical, and business integrity are maintained. Similarly, recognizing that its media partners assist it in disseminating values, the company endeavours to maintain enduring relationships with them. The end customers that the organisation serves through its business are among its most important stakeholders. KRBL Limited makes every effort to deliver to them products of the highest quality and to build loyal and reciprocal relationships with them.

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

Key Stakeholders	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Consumers	No	Emails, Telephonic, Advertisements, Social media, Website, Pamphlets, Newspapers, TV, Magazines,	Ongoing Basis	<p>Product Feedback: KRBL considers product feedback extremely pertinent and engages with consumers/customers through different media such as website, mails, social media accounts, customer care numbers etc.</p> <p>Transparency and Communication: KRBL provides accurate and easily understandable information about its products, processes, and sustainability efforts through clear labeling, product information, and public disclosures, enabling consumers to make informed choices.</p> <p>Product Innovation and Responsiveness: KRBL uses consumer input to create more sustainable and environment-friendly products, packaging, and processes. This demonstrates a commitment to meeting consumer demands and aligning with their values.</p>
Communities	Yes	On site community meetings	Need basis	<p>CSR Engagement: Engagement with CSR beneficiaries is undertaken as per the company’s designated themes. Engagement in the form of concerns/queries also takes place regularly.</p> <p>Collaboration with Local Businesses: KRBL Limited collaborates with local businesses to support the growth and development of the community during product sourcing, promoting local entrepreneurship, or supporting initiatives that enhance the local economy.</p> <p>Environmental Initiatives: The company implements environmentally friendly practices within its operations and supports initiatives such as promoting awareness about conservation and climate change.</p>

Shareholders	No	Annual General Meeting, Investor Presentation, Earnings Conference Calls, Stock Exchange Intimations, Newspaper Publications, Annual Report, Emails, Calls, Website	Ongoing Basis	<p>Annual General Meetings (AGMs): AGMs allow shareholders to receive updates on the company's performance, financial statements, strategic plans, and any proposed resolutions. It is also a platform where shareholders can ask questions, voice concerns, and provide feedback.</p> <p>Shareholder Feedback Mechanisms: The Company establishes effective mechanisms for shareholders to provide feedback, ask questions, and express their opinions. This includes dedicated email addresses specifically designed for shareholders. Responding promptly and addressing shareholder queries or concerns demonstrates the company's commitment to shareholder engagement.</p> <p>Shareholder Communication: KRBL Limited provides timely updates and reports on financial performance, significant events, and any other relevant information through Emails, investor presentations, and press releases.</p>
Investors	No		Ongoing basis	<p>Investor Presentations and Conference Calls: KRBL Limited organises investor presentations and conference calls to provide updates on the company's performance, financial results, strategic initiatives, and market outlook. These events offer investors an opportunity to directly interact with management, ask questions, and gain insights into the company's operations.</p> <p>Quarterly and Annual Reports: KRBL Limited publishes comprehensive quarterly and annual reports that include financial statements, management discussions, and analysis of the business.</p>
Employees/ Workers	No	Email, Calls, HRMS Portal	Regular	<p>Development and Learning:</p> <p>Engaging with employees and workers includes providing opportunities for their development and continuous learning. This involves training programs, mentoring, coaching, and access to resources that enable skill enhancement and professional growth.</p> <p>Health and Safety:</p> <p>Medical camps are organised by the Company for its employees and workers and this forms an important aspect of the company's engagement with them.</p> <p>Satisfaction and Motivation:</p> <p>KRBL achieves this by recognizing and appreciating their contributions, providing opportunities for growth and development, and creating a positive work environment.</p>
Media	No	Press Releases, Interviews	Event based	<p>Press Releases:</p> <p>KRBL Limited issues timely and well-crafted press releases to communicate important announcements, such as financial results, product launches, strategic partnerships, or significant corporate developments.</p> <p>Media Interviews: KRBL Limited proactively engages with journalists and media representatives by offering interviews to discuss the company's operations, industry insights, and market trends.</p>

PRINCIPLE 5 - BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

UN SDGs



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 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
EMPLOYEES						
Permanent	1,636			1,302		
Other than Permanent	208	Refer note		137	Refer note	
Total employees	1,844			1,439		
WORKERS						
Permanent	878			1,035		
Other than Permanent	320	Refer note		327	Refer note	
Total workers	1,198			1,362		

Note: All employees and workers are made aware of human rights and the Company's Code of Conduct. Such sessions are currently not tracked. This information will be available from FY 2023-24 onwards.

2. Details of minimum wages paid to employees and workers:

Category	FY (Current Financial Year)					FY (Previous Financial Year)				
	Total (A)	Equal to minimum wages		More than minimum wages		Total (D)	Equal to minimum wages		More than minimum wages	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
EMPLOYEES										
Permanent										
Male	1,602	5	0.31%	1,597	99.69%	1,275	4	0.30%	1,271	99.70%
Female	34	-	-	34	100.00%	27	-	-	27	100.00%
Other than Permanent										
Male	208	-	-	208	100.00%	137	-	-	137	100.00%
Female	-	-	-	-	-	-	-	-	-	-
WORKERS										
Permanent										
Male	828	60	7.26%	768	92.74%	983	104	10.58%	879	89.42%
Female	50	8	16.00%	42	84.00%	52	12	23.08%	40	76.92%
Other than Permanent										
Male	266	266	100.00%	-	-	273	273	100.00%	-	-
Female	54	54	100.00%	-	-	54	54	100.00%	-	-

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	6	2,16,39,600	2	1,70,49,600
KMP (other than BoD)	1	1,39,11,228	1	27,12,324
Employees other than BOD & KMP	1,598	3,14,400	32	5,87,964
Workers	828	1,80,168	50	1,68,396

Note: This table includes information for only permanent employees and workers.

*We have 4 executive directors who are paid remuneration, rest 4 are independent directors who only receive sitting fees.

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 Human Resources department of the company has been designated as the focal point for resolving any issues pertaining to Human Rights at KRBL.

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

KRBL limited has adopted a Human Rights Policy that aims to promote and provide Human Rights both at the level of the workplace (to employees, workers, suppliers, etc.) as well as the community (in and around which the company operates). All issues pertaining to Human Rights are dealt with by the Human Resources department of the company. Through this policy, KRBL limited aims to establish commitment to dignified and respectful treatment of all individuals as well as eliminate discrimination in employment and involuntary forms of labour.

KRBL limited has also adopted Vigil Mechanism (Whistle-Blower Policy), Code of Business Conduct and Ethics, Board Diversity policy, policy on Prevention of Sexual Harassment (POSH), Corporate Social Responsibility Policy to ensure that business operations are carried out in a fair and ethical manner and that a human-rights oriented approach is followed throughout business activities.

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

Category	FY 2022-23			FY 2021-22		
	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 /Involuntary Labour						
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

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

KRBL Limited is aware of the fact that making complaints may result in discriminatory behaviour towards the complainant and therefore follows a strict anti-retaliatory approach if a complaint is filed under such circumstances. In cases of sexual harassment at the workplace, all complainants, witnesses, Internal Complaints Committee members, and other employees are provided protection against retaliation based on KRBL Limited's Prevention of Sexual Harassment (POSH) policy. To ensure that every complaint has a proper redressal procedure, KRBL Limited has established a process for filing complaints. The company follows a strict confidentiality policy to protect the well-being of the complainant and any other persons involved in the case. The policy ensure that the name, address, identity, and any other personal information of the complainant, witnesses, or the respondent is concealed from the public and the media.

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

Yes, the principles and guidelines stated in our Code of Conduct highlight the importance of the various human rights aspects and ensures that those principles are adhered to by all the stakeholders to ensure respect towards human rights. All the matters related to human rights are addressed effectively by the concerned departments

9. Assessments for the year:

We have not received any complaints pertaining to Human Rights issues for the current and previous financial years. However, we are yet to conduct a formal Human Rights assessment of our offices in this regard.

% of plants and offices that were assessed (by entity or statutory authorities or third parties)	
Child labour	-
Forced/ involuntary labour	-
Sexual harassment	-
Discrimination at workplace	-
Wages	-
Others – please specify	-

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Not applicable

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

UN SDGs



Essential Indicators

1. Details of total energy consumption (in joules or multiples) and energy intensity, in the following format:

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A) (GJ)	57,783.25	61,212.99
Total fuel consumption (B) (GJ)	43,736.98	47,357.17
Energy consumption through other sources (C) (GJ)	20,94,165.88	22,80,733.57
Total energy consumption (A+B+C) (GJ)	21,95,686.11	23,89,303.74
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) (KJ/INR)	40.94	56.75
Energy intensity (optional) – the relevant metric may be selected by the entity		

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

No

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.

NA

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i)Surface water	5,34,057.20	6,66,939.00
(ii)Ground Water	2,02,682.00	4,79,419.44
(iii)Third Party Water	230.00	179.02
(iv)Seawater/Desalinated Water	-	-
(v) Others	71.36	68.50
Total volume of water withdrawal (in kilolitres) (i+ii+iii+iv+v)	7,37,040.56	11,46,605.96
Total volume of water consumption (in kilolitres)	3,92,092.56	8,27,651.96
Water intensity per rupee of turnover (Water consumed / turnover)	7.31 mL/₹	19.65 mL/₹
Water intensity (optional) – the relevant metric may be selected by the entity		

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

No

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

No

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	-	-	-
SOx	-	-	-
Particulate matter (PM)	mg/Nm3	162.92	133.70
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others- please specify	-	-	-

Stack emission monitoring at KRBL is carried out by testing stack emissions periodically. Since stack selection for the FY 21-22 & FY 22-23 were different, therefore the data is not comparable. Data reported in this table pertains to Dhuri and Gautam Buddha Nagar Plants.

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

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	11,168.01	12,261.22
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	11,396.14	12,072.56
Total Scope 1 and Scope 2 emissions per rupee of turnover	Milligrams CO ₂ eq/₹	420.72	577.92
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			

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

No

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

At KRBL Limited, paramount importance is given to the reduction of Greenhouse Gas emissions and implementation of sustainable and innovative practices that promote a low carbon footprint. The company is fully aware of its responsibility towards the environment and has taken measures to expand its green footprint. KRBL has engaged in renewable energy projects for captive consumption and has also entered into the business of renewable power generation. Currently, the company has a total installed capacity of 144.84 MW across different verticals such as biomass, wind, and solar power segment. In order to transition to more renewable forms of energy, a 2.20 Mega Watt Captive Solar Plant has been installed by KRBL. The company has also entered into Power Purchase Agreements (PPAs) for both its solar and wind power, promoting the usage of clean energy across sectors and industries. KRBL also uses Rice Husk, a by-product, in boilers to co-generate heat and power at plants, which helps in reducing costs and meeting the sustainable development goals of the company.

Parameter	FY 2022-23	FY 2021-22
Total waste generated (in metric tonnes)		
Plastic waste (A)	2,330.47	2,166.46
E-Waste (B)	0.38	0.12
Bio-Medical Waste (C)	-	-
Construction and demolition waste (D)	5.40	12.50
Battery Waste (E)	1.30	1.49
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	1.40	2.19
Other Non-hazardous waste generated (H). Please specify, if any. <i>(Metal scrap and Wood)</i>	17.07	8.40
Total (A+B+C+D+E+F+G+H)	2,356.02	2,191.16
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
Recycled	1,084.00	1,187.00
Re-used	-	-
Other recovery operations	-	-
Total	1,084.00	1,187.00
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
Incineration	-	-
Landfilling	5.74	13.27
Other disposal operations	570.24	639.00
Total	575.98	652.27

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

9. 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.

KRBL Limited has adopted sound mechanisms with respect to waste management. The company is cognizant of its Extended Producer Responsibility (EPR) for plastic waste and has partnered with GEM Enviro Management Collection Centre, a Producer Responsibility Organisation (PRO), for this purpose. The EPR data and credits received from the PRO are also used to report and file data with the Pollution Control Board (PCB). Additionally, KRBL regularly discloses its overall waste generation data with the PCB, and ensures that all toxic and hazardous wastes are disposed-off in a safe and environmentally friendly manner, adhering to the guidelines issued by the PCB.

10. 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.

KRBL Limited does not have any operations/offices in/around ecologically sensitive areas.

S.No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval/ clearance are being complied with? (Y/N)	If no, the reasons thereof and corrective action taken, if any.
-	-	-	-	-

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

Environmental impact assessments have not been conducted during the reporting period.

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

Yes, the entity is compliant with all applicable environmental law, regulations and guidelines.

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

UN SDGs



Essential Indicator

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

KRBL Limited is committed to carrying out business in a manner where the authorities in the areas where it operates are kept in constant engagement. In this regard, the Company has formulated and remains compliant with its Responsible Advocacy Policy.

To ensure that the Company's advocacy position is consistent with its values, KRBL Limited aims to consistently engage with its stakeholders to ensure that policy advocacy is conducted ethically and in the interest of the Company's stakeholders.

KRBL Limited is affiliated to 5 trade and industry chambers/associations.

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

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers/ associations (State/National)
1	AIREA (All India Rice Exporters Association).	National
2	Federation of Indian Export Organisations (FIEO)	National
3	The PHD Chamber of Commerce and Industry (PHDCCI)	National
4	Confederation of Indian Industry (CII-FATF)	National
5	The Federation of Indian Chambers of Commerce & Industry (FICCI)	National

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.

No anti-competitive behaviour related adverse orders issued from any regulatory authority.

PRINCIPLE 8- BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

UN SDGs



Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
Social Impact Assessments (SIAs) have not been conducted by KRBL Limited in FY 2022-23					

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% Of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
No R&R projects have been undertaken by KRBL Limited in FY 2022-23 as the same was not applicable						

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

KRBL limited considers communities to be an important stakeholder group since the Company engages with the farming community regularly. The company follows a Stakeholder Grievance Redressal policy that outlines a detailed procedure for addressing grievances of stakeholders, which can be submitted either in writing or verbally. The policy document also specifies a Single Point of Contact for addressing grievances.

Additionally, the company follows a Responsible Advocacy Policy to strengthen engagement with relevant stakeholders while maintaining integrity, transparency, and commitment towards their interests. The legal department at KRBL limited acts as the core review committee for this policy. The policy document also mentions a Single Point of Contact for this policy.

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	11.99%	13.49%
Sourced directly from within the district and neighbouring districts	16.42%	21.65%

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

UN SDGs



Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

KRBL Limited has established a detailed process to address consumer complaints. The Company has implemented a Standard Operating Procedure to redress complaints effectively. The Head of the Central Research and Audit Cell is responsible for managing the customer care portal and complaint management system, including reporting regular trends of complaints to senior management, conducting root cause analysis, monitoring the customer care management system, and ensuring proper Corrective and Preventive Action (CAPA) has been taken.

KRBL Limited maintains a dedicated customer care toll-free number and email address, along with separate email addresses for queries, suggestions and complaints from stakeholders worldwide. The company maintains a complaint register and aims to resolve complaints at first contact. If a complaint is not resolved within a stipulated time period, KRBL Limited has a complaint escalation matrix in place, complaints are systematically escalated to a designated higher authority. KRBL Limited also conducts regular consumer surveys to understand product quality feedback and product acceptance by the people.

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

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

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

At KRBL Limited, customer satisfaction is taken very seriously. The Company follows a detailed Standard Operating Procedure so that all customer queries and complaints are handled efficiently. The Head of Central Research and Audit Cell is responsible for managing the customer care portal and the complaint management system in general. Alongside the recruitment and hiring of the customer care handling team, the head is also responsible for monitoring the customer care management process.

In order to ensure efficient resolution of consumer complaints, a toll-free number as well as an email-id have been made available. A proper escalation matrix has also been defined in the SOP.

For both current and previous financial years, the company has not recorded any complaints under the mentioned categories.

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	-	-	-	-	-	-

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

KRBL Limited has not recorded any product recalls in the current financial year.

	Number	Reasons for recall
Voluntary recalls	-	-
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.

KRBL Limited has a dedicated cyber-security cell that is responsible for maintaining and continuously updating its computer systems to prevent any data security issues. A firewall system has been implemented across the organization that protects systems from computer attacks. Furthermore, a network security system is responsible for monitoring and controlling incoming and outgoing network traffic based on the company's cyber security rules. To ensure smooth communication and security through emails, KRBL Limited maintains a consolidated list of all mail IDs and mail domains across the company that are allowed in security application. For mail IDs outside of the organisation, the cyber-security system checks the details as per the company's security policy, and alert messages are delivered accordingly.

The Cyber Security Policy of the Company may be viewed on the link https://krblrice.com/Cyber%20Security%20Guideline_Policy.pdf

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.

No such instance