

ANNEXURE-7

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

FY 2023-24

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	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	0120-4060300
8. Website	http://www.krblrice.com/
9. Financial year for which reporting is being done	FY 2023-24
10. Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) BSE Limited (BSE)
11. Paid-up capital	₹ 22,88,89,892
12. Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Mr. Piyush Asija, Company Secretary and Compliance Officer Email: cs@krblindia.com Telephone: +91-120-4060300
13. Reporting Boundary	The disclosures made under this report are on a standalone basis.
14. Name of assurance provider	-
15. Type of assurance obtained	-

II. PRODUCTS/SERVICES

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

S. No	Description of main activity	Description of business activity	% of turnover
1	Manufacturing	Manufacture of Food Products	97.73
2	Electricity Supply	Electric Power Generation	1.90

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

S. No.	Product/Service	NIC Code	% of total turnover contributed
1	Manufacture of Food Products (Rice, Chia Seeds, Flax Seeds, Quinoa, Glucose etc.)	106	97.73
2	Electric Power Generation (Solar Energy and other non-conventional sources)	351	1.90

III. OPERATIONS

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

Location	Number of plants	Number of offices	Total
National	5	2	7
International	-	-	-

19. Markets served by the entity

a. Number of locations

Locations	Number
National (Number of states)	Pan India (28 States and 8 Union Territories)
International (Number of countries)	90+

The Company has a strong distributor network spread across India. The Company's products are exported to more than 90 countries.

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

Approx. 25%

c. A brief on types of customers

KRBL 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

20. 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)	1,974	1,933	97.92%	41	2.08%
2	Other than Permanent (E)	205	205	100.00%	0	0.00%
3	Total employees (D+E)	2,179	2,138	98.12%	41	1.88%
WORKERS						
4	Permanent (F)	794	748	94.21%	46	5.79%
5	Other than Permanent (G)	336	283	84.23%	53	15.77%
6	Total workers (F+G)	1,130	1,031	91.24%	99	8.76%

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)	-	-	-	-	-

*KRBL believes in fostering a workplace culture that values diversity, promotes inclusivity, and upholds the principles of equality and respect for all individuals. Our Anti-Discrimination and Equal Opportunity Policy serves as a cornerstone of our commitment towards providing a safe, supportive, and fair environment for every employee and prospective employee. It is a reflection of our core values and a testament to our dedication to creating a workplace where differences are celebrated, and every individual has the opportunity to thrive based on their skills, abilities, and contribution.

21. Participation/inclusion/representation of women:

	Total (A)	Number. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	9	2	22.22
Key Management Personnel*	6	1	16.67

* Includes Executive Directors, Chief Financial Officer and Company Secretary.

22. Turnover rate for permanent employees and workers:

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13.19%	23.38%	13.40%	12.26%	22.95%	12.48%	11.96%	30.77%	12.36%
Permanent Workers	17.98%	4.17%	17.19%	13.69%	5.88%	13.27%	15.97%	5.83%	15.50%

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

23 (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 participate in the Business Responsibility initiatives of listed entity? (Yes/No)
1	KRBL DMCC	Subsidiary	100%	Yes
2	K B Exports Private Limited	Subsidiary	70%	Yes
3	KRBL LLC	Step Down Subsidiary	100%	Yes

VI. CSR DETAILS

- 24 i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- ii) Turnover for the Financial Year ended March 31, 2024: ₹5,385 Cr
- iii) Net worth as on March 31, 2024: ₹4,849 Cr

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 (NGRBC)

A stakeholder is any individual, group, or organization that can affect or be affected by the actions, objectives, and policies of a business or organization. Stakeholders have a vested interest in the company's activities and outcomes. Employees, customers, suppliers, investors, community members, and government bodies are key to company's decision-making and strategy. Stakeholder engagement brings a multitude of benefits to a business, it boosts the company's reputation, helps it make better decisions and builds trust with communities and prevent conflicts. Stakeholder engagement and grievance redressal management is an integral part of our operations. We have a stakeholder engagement and grievance redressal policy, establishing a framework for effective communication and establishing a responsive, fair, expeditious and stakeholder-centric, query/complaint or grievance management procedures across all our operations and ensuring all stakeholders are always treated fairly and without biasness, and issues raised by various stakeholders are dealt and resolved in a time bound manner.

Stakeholder Group from whom complaint is received	Grievance Redressal Mechanism in place(Yes/No)	FY2023-24		FY 2022-23	
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	No. of complaints filed during the year	No. of complaints pending resolution at close of the year
Communities	Yes. The Company has a stakeholder engagement and grievance redressal policy addressing the concerns of all the stakeholders.	-	-	-	-
Investors (other than shareholders)	Yes. We have a dedicated email ID investor@krblindia.com where investors/shareholders can raise their grievances and queries. Further, the Registrar and Share Transfer Agent (RTA) is principally responsible for addressing the shareholders' grievances.	-	-	-	-
Shareholders		5	-	-	-



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

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

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 operates in the food and agriculture sector. Product quality and safety are critical material ESG (Environmental, Social, and Governance) risks that the Company addresses regularly because of the following reasons:</p> <p>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. KRBL is diligently advancing its operational standards within its Units, While Hazard Analysis and Critical Control Points (HACCP) practices are already integral to our systems, we are now augmenting our protocols with the implementation of Vulnerability Assessment and Critical Control Points (VACCP) and Threat Assessment and Critical Control Points (TACCP). These initiatives concentrate specifically on mitigating risks associated with food fraud and fortifying food defense measures. These strategies entail rigorous risk assessments that meticulously evaluate potential threats and vulnerabilities across the entirety of our supply chain.</p> <p>Supply Chain Risks: KRBL 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. KRBL maintains a sophisticated Transport Management System (TMS) as part of its supply chain management framework. This software-driven system enables real-time tracking of vehicles, ensuring seamless planning, execution, and optimization of the physical transportation of goods, both inbound and outbound. Through the TMS, KRBL ensures compliance with regulations and the availability of accurate documentation throughout the shipment process.</p>	<p>In order to meet product quality and safety requirements, the company has ensured compliance with various certifications standards:</p> <ul style="list-style-type: none">FSSC 22000 Version 5.1 issued by EurofinsSQF Food Safety Code for Manufacturing Edition 9 issued by EurofinsBRC Global Standard for Food Safety Issue 9 Certification issued by EurofinsHalal Certification issued by M/s. Halal Certification Services India Pvt Ltd.KRBL's Unit is SEDEX registered.One of the Unit has completed BRCGS ETRS (Ethical Trade and Responsible Sourcing) assessment with a score of 5/5.	Negative



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)
2.	Ethics and Governance	O	<p>Reputation: KRBL '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 ensures that it meets international quality and safety standards to maintain its reputation as a premium Basmati rice-brand. At KRBL, we benefit from strategic alliances with prominent industry bodies such as PHD, which provide invaluable support and advocacy in addressing issues related to industry.</p> <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> <p>Reputation and Brand Value: By ensuring that its business practices are transparent, ethical and compliant with local and international laws and regulations, KRBL is able to enhance its reputation and brand value, which would lead to increased customer loyalty and trust.</p> <p>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.</p> <p>Risk Mitigation: By implementing robust governance structures and policies, KRBL mitigates risks related to unethical practices, such as corruption and conflicts of interest, which can lead to legal, financial and reputational damage. KRBL has implemented the AMS (Artwork Management System), this system implements a streamlined workflow for the approval of artwork designs. The system facilitates collaboration and ensure that all necessary approvals are obtained before artwork is finalized. It also serves as a centralized repository for all approved artwork files. This makes it easy to access and retrieve artwork designs when needed for compliance audits or regulatory inquiries.</p>	NA	Positive



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)
3.	Responsible Marketing and Communication	O	<p>Improved Stakeholder Engagement: By prioritizing ethics and governance, KRBL improves stakeholder engagement and builds stronger relationships with investors, customers, and other stakeholders, which would lead to increased collaboration, innovation and growth. KRBL has also implemented the DataKart system for the management and generation of barcodes and QR codes. The software acts as a medium to directly share product information with consumers through mobile application. Furthermore, it serves as a comprehensive repository for all barcodes and master data.</p> <p>Long-term Sustainability: By focusing on ethics and governance, KRBL ensures long-term sustainability of its business by reducing risks, enhancing reputation and building a culture of trust and transparency.</p> <p>KRBL ships products across the world and brand communication influences consumer decisions. Hence, has been categorized as an opportunity because of the following reasons</p> <p>Consumer Trust: By adopting responsible marketing and communication practices, KRBL 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.</p> <p>Reputation and Brand Value: By communicating transparently and responsibly about its products and business practices, KRBL enhances its reputation and brand value, leading to increased customer loyalty, investor confidence, and stakeholder trust.</p> <p>Social and Environmental Impact: Responsible marketing and communication help KRBL 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.</p> <p>Legal and Regulatory Compliance: By adopting responsible marketing and communication practices, KRBL 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	Positive

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)
4.	Health, Safety and Well-Being	R	<p>KRBL 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> <p>Employee Well-being: KRBL '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.</p> <p>Occupational Health and Safety: KRBL's operations involve various risks such as machinery hazards, chemical exposure and physical strain.</p> <p>Supply Chain Risks: KRBL 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.</p> <p>Community Health and Safety: KRBL's production processes can also have an impact on the health and safety of the surrounding communities.</p> <p>Regulatory Compliance: Non-compliance with health and safety regulations can result in legal and financial liabilities for KRBL, leading to reputational damage and financial losses.</p> <p>In conclusion, health, safety, and well-being can be seen as a material ESG risk for KRBL, leading to potential risks such as occupational hazards, community health risks, 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 has in place a Standard Operating Procedure for Operational Rescue Measure to ensure business continuity and the safety of employees. KRBL has also conducted risk assessments in manufacturing units pertaining to building risks, changes in building, transmittable diseases and risks related to pregnant women. 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 Trainings and mock drills 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. We conduct annual health check-ups and vaccination drives within our manufacturing units for employee well-being. 	Negative



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)
5.	Climate Change	R	<p>Climate Change have been categorized as a risk since KRBL'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.</p> <p>Water has also been categorised as a risk since KRBL's operations are highly dependent on water which can adverse the fresh water consumption. As a prominent rice manufacturer, KRBL's cultivation of paddy requires considerable water usage, contributing to environmental water scarcity concerns. The company's dependence on water resources highlights the urgent need to adopt sustainable water management strategies.</p>	<ul style="list-style-type: none">At KRBL Dhuri and GB Nagar, our manufacturing processes are powered primarily by rice husk, serving as a sustainable alternative to traditional fossil fuels thus, reducing the overall dependency on grid electricity. This strategic utilization significantly mitigates our reliance on non-renewable energy sources, while concurrently reducing our carbon footprint, owing to the superior energy-to-emission ratio of rice husk compared to conventional options.We are also currently undertaking the commissioning of an additional turbine at one of our units at Ghaziabad with the objective of eliminating reliance on grid electricity.The power factor (PF) serves as a crucial metric for assessing energy efficiency. KRBL consistently achieves a commendable power factor ranging from 0.98 to 0.99 in both the manufacturing units to enhance energy efficiency.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.Regular stack emission testing is conducted for the DG stack.KRBL has successfully transitioned 90% of its lighting infrastructure to LED technology, demonstrating a commitment to energy efficiency and sustainability. Moving forward, our aim is to exclusively adopt LED lighting for all future replacements, further enhancing our environmental stewardship efforts.	Negative

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)
				<ul style="list-style-type: none">In furtherance of commitment to expanding its climate change portfolio through Miyawaki plantation, KRBL has increased the land allocation from 2000 sq. m to 3000 sq. m. This strategic endeavour is underpinned by the acknowledgment of the multifaceted advantages offered by such plantations. They are instrumental in ameliorating the detrimental impacts of urban heat islands by diminishing temperatures, mitigating air and noise pollution, promoting biodiversity through the attraction of indigenous avifauna and insects, and serving as pivotal carbon sinks.KRBL has introduced soft starters and VFDs in manufacturing units to enhance energy efficiency and reducing energy consumption.KRBL is actively pursuing its goal of becoming a water-positive organization, aiming that water extraction remains lower than the volume of water available for reuse and replenishment.At one of our Unit in Uttar Pradesh the total daily water extraction stands at approximately annually 65475 KiloLitres (KL). This is juxtaposed with the net potential capacity of water replenishment from recharge wells, amounting to *137,210 KL annually. <p>*Recharge rates are impacted by the amount and intensity of precipitation, soil and vegetation types, geology and topography.</p> <ul style="list-style-type: none">100% Re-use of water from RO and ETP Operations at Ghaziabad Unit resulting in reduced extractions	



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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 reduces its environmental footprint, conserves resources, and minimizes waste disposal costs. Sustainable waste management can also enhance KRBL's reputation as a responsible and environmentally conscious company, leading to increased stakeholder trust and support. By prioritizing waste management, KRBL is able to align its business operations with sustainable development goals, drive long-term growth and contribute to a more sustainable future.	<ul style="list-style-type: none">At one of the plant at Dhuri, Punjab, we engage in Effluent Treatment Plant (ETP) operations, treating 1450 kilolitres of water per day. This treated water is responsibly discharged across a 30-acre expanse, which hosts a thriving ecosystem of 20,000 Eucalyptus trees. This strategic initiative serves to prevent groundwater seepage, leveraging the shallow root structure of the trees to facilitate natural discharge through transpiration. <p>Through the implementation of Extended Producer Responsibility (EPR), the Company has undertaken conscientiously proactive measures to gather, recycle or safely dispose over 2600 tonnes of plastic waste during the fiscal year 2023-24. This achievement has been facilitated through collaborative efforts with waste pickers, collection centers and recycling/co-processing facilities, all operating synergistically. Given the primary focus of the Company on food grains, plastic serves as the predominant packaging material. Notably, since 2019, we have consistently upheld our commitment to being a "plastic-neutral brand, consistently meeting EPR guidelines annually.</p> <p>*This pertains to domestic market.</p> <ul style="list-style-type: none">At KRBL, we have overseen the generation of approximately 0.375 metric tons of electronic waste (e-waste), all of which has been conscientiously recycled and safely disposed through accredited e-waste processing facilities.KRBL has a commitment to sustainable practices ensuring solid and other waste are managed with utmost safety and efficiency.	Positive

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)
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 minimizes its environmental footprint, conserves resources and reduces its packaging costs. Sustainable packaging can also enhance KRBL's reputation as a responsible and environmentally conscious company, leading to increased stakeholder trust and support.	<ul style="list-style-type: none">KRBL has achieved a reduction in the weight of PET Jar 1 kg, resulting in a decrease in plastic consumption by approximately 4.8MT during the FY 2023-2024.Implemented a reduction in the size of IG Super 2kg pouch, leading to a decrease in plastic usage by approximately 0.6 MT.Related to IG Super 1.5kg SKU, previously comprising two primary packages (1kg pouch & 500g pouch) packed in an outer pouch, a transition has been made to packing this SKU in a single pouch. This initiative has led to a reduction of approximately 3.3 MT of plastics.Successfully reduced the pack size in 1kg SKUs, such as IG Tilbar 1 kg, resulting in a reduction of approximately 1.2 MT of plastics.We are committed to incorporate 30 % recycled plastics into Category 1 products specifically into PET jars, 10 % in Category 2 products (Flexible packaging material) by 2025-26.	Positive
8.	Climate Resilient Agriculture	R	Climate resilient agriculture has been categorised as a risk since KRBL'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 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 aligns its business operations with sustainable development goals, improve its resilience to climate change, and contribute to a more sustainable future.	KRBL has collaborated with the Indian Agricultural Research Institute (IARI), PUSA, to enhance the development and commercialization of new rice varieties. This partnership aims to leverage IARI's research capabilities and KRBL's industry expertise to innovate and improve rice strains. The collaboration focuses on breeding high-yield, disease-resistant and climate-resilient rice varieties, ensuring sustainable agricultural practices and enhancing productivity for farmers. By combining IARI's cutting-edge agricultural research with KRBL's extensive market reach, the initiative aims to deliver superior quality rice to consumers and support the agricultural economy.	Negative



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9.	Community Relations	O	Community relations is categorised as an opportunity for KRBL 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 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.	<p>KRBL has implemented a comprehensive contact farming initiative, where KRBL collaborates directly with farmers to cultivate high-quality rice varieties through provision of Integrated Pest Management (IPM) kits to the farmers. These kits are designed to promote sustainable farming practices by minimizing the reliance on chemical pesticides and encouraging the judicious use, as a mechanism of good agricultural practices. Additionally, it fosters a more sustainable and resilient agricultural system, contributing to the overall well-being of the farming communities involved.</p> <p>During the FY 2023-24 and up to the date in 2024-25, the Company has spent approx ₹24.75 Crores in its CSR initiative towards the establishment of an educational institute providing higher education.</p> <p>Further, the Company spent ₹5.76 Crores during the FY 2023-24 to operate a Centralized Kitchen mid-day meals. The amount spent by the company has been utilized in serving a total of 63 lacs meals to the under privileged schoolchildren as beneficiaries of this project alone in the FY 2023-24.</p> <p>Beyond these Ongoing Projects, a total of 800 additional beneficiaries were supported during the FY 2023-24 through various other CSR initiatives.</p>	Positive

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10.	Sustainable Sourcing	O	<p>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 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.</p> <p>By prioritizing sustainable sourcing, KRBL aligns its business operations with sustainable development goals, increase stakeholder engagement and contribute to a more sustainable and equitable supply chain.</p>	<ul style="list-style-type: none"> As a testament to our commitment to quality and ethical practices. One of the manufacturing unit is certified by SEDEX (Supplier Ethical Data Exchange) and conducts BRCGS ETRS (British Retail Consortium Global Standards) Ethical Trade Responsible assessment which makes KRBL, the first organization in rice industry to be ETRS assessed with a 5/5 score.. We also monitoring the packaging material suppliers on social compliance parameters. Furthermore, KRBL has integrated the Paddy Purchase App into its system to monitor all procurement-related parameters of Mandi Purchase, including purchasing price, quantity, and quality specifications. This information is shared in real-time, effectively mitigating miscommunication and errors. 	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 9 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	P3	P4	P5	P6	P7	P8	P9
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	REFER NOTE BELOW								
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 (e.g. Forest stewardship council, Fairtrade, Rainforest alliance, Trustee) adopted by your entity and mapped to each principle.	<div><div><div>• Food Safety System Certification 22000 (FSSC Version 5.1)</div><div>• Safe Quality Food (SQF) Food Safety Code for Food manufacturing, Edition 9</div><div>• BRCGS Food Safety Certification Issue 9</div><div>• Halal Product Certification</div><div>• USFDA (U.S. Food and Drug Administration) Registered</div></div><div><div>BRCGS</div><div>ETRS (Ethical Trade and Responsible Sourcing)</div></div><div><div>SEDEX SMETA Pillar 4</div><div>Good Manufacturing Practice (GMP)</div></div><div><div>Advertising Standards Council of India (ASCI) - Code on Fair Advertising to Consumers</div></div></div>								

Disclosure Question	P 1	P 2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	<div>The Company has set ESG targets encompassing various aspects of Water neutrality, Energy conservation, Plastic Neutrality etc.</div> <div><div>We are focusing to incorporate 30% of recycled plastics into Category 1 products specifically into PET jars and 10% in Category 2 products (Flexible packaging material) by FY 2025-26.</div><div>We are currently undertaking the commissioning of a new turbine with the objective of eliminating reliance on grid electricity.</div><div>Strengthening sustainability in value chain by FY 2024-25.</div><div>We have planned to extend the BRCGS ETRS assessment for our Unit for the FY 2024-25, thereby reinforcing the commitment to ethical trade, responsible sourcing and sustainable business practices.</div></div>								
6. Performance of the entity against specific commitments, goals and targets along with reasons in case of same are not met.	We endeavour to make consistent progress in ESG and track it by way of milestones & metrics. (Refer to the ESG highlights section of the Annual Report on Page No. 40)								

GOVERNANCE, LEADERSHIP AND OVERSIGHT

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

At KRBL Limited, sustainability forms the core of our business operations. We recognize our obligation to lead the way in sustainable progress, viewing it as more than just a social responsibility. Consistently aligning our business strategies with sustainability and circularity, we ensure that these principles permeate every facet of our operations. Our resolute mission is to minimise our ecological footprint and make a positive impact on the environment. Beyond environmental care, we invest in community wellbeing and social inclusion, empowering them to thrive. We are shaping a better, sustainable tomorrow, integrating social and environmental factors into our operations and decisions. We are committed to upholding the ESG Principles and are pleased with the progress we have achieved towards a sustainable and socially responsible future.

Our primary challenge is reducing our dependence on fossil fuels and grid electricity. Socially, we focus on ethical trade, responsible sourcing, ensuring employee safety and training, and maintaining high standards of customer satisfaction and governance standards.

We live today in a world of uncertainty. Unprecedented change is upon us given the mega threats of geopolitical dynamics, existential climate crisis and digital acceleration. The consequences are starkly visible be it in supply chain disruptions, structural inflation, the danger of food and livelihood security and indeed widening inequality. KRBL firmly beliefs that businesses exist to serve society. Enterprises with their immense and multi-dimensional resources can play a significant role in alleviating societal challenges.

KRBL's initiatives and action plan includes pursuing a low carbon growth strategy through extensive decarbonisation programmes across its operations and value chain, increasing the share of renewable energy, energy efficiency initiatives and use of technology for greening logistics. Accelerating adaptation efforts, KRBL is building climate resilience by promoting regenerative agriculture practices in agriculture. This will further strengthen efforts to combat climate change, enable the transition to a net zero economy, work towards ensuring water security for all, restore biodiversity through adoption of nature-based solutions, create an effective circular economy for post-consumer packaging waste and scale up programmes that support large-scale sustainable livelihoods.

We continue to strengthen our management approach, guided by a comprehensive set of sustainability policies. We are also building further on the mechanisms of engagement with key stakeholders, identifying material sustainability issues and progressively monitoring and mitigating the impact along our value chains. Focussed interventions have been strengthened in key areas of impact such as talent management, diversity & inclusion, employee relations and employee well-being. We will continue to update our systems and processes in line with evolving disclosure standards and Environmental, Social and Governance requirements.

The journey towards decarbonisation in KRBL includes increasing our footprint of renewable energy, green infrastructure and carbon sequestration amongst others. This includes reusing by-products like rice husk across operations and recycling waste, making the concept of circularity central to conducting business at KRBL Limited. During the year, around 90% of our total energy requirements for plant operations were met from renewable sources. Our energy portfolio includes 112.25 MW in wind power, 17 MW in solar projects, and 17.59 MW in biomass segments. We aim to further reduce energy consumption, water withdrawal and replenish 137,210 KL of water annually through recharge wells.

Recognising that it is critical to prevent waste from reaching landfills, KRBL has put in place comprehensive interventions for solid, plastic waste management. Through Extended Producer Responsibility (EPR), we collected, recycled, and safely disposed of over 2,600 tonnes of plastic waste in FY 2023-24 and reduced plastic usage by 10 metric tons in FY 2024. By FY 2025-26 we aim to use 30% of recycled plastics in Category 1 (PET jars) and 10% in Category 2 (Flexible packaging).

KRBL's biodiversity programme focusses on reviving ecosystem services provided to agriculture such as natural regulation of pests, pollination, nutrient cycling, soil health retention and genetic diversity, which have witnessed considerable erosion over the past few decades. We have designated 3000 sq. m for Miyawaki plantation to lower urban temperatures and reduce pollution. Eucalyptus Plantation: We have planted 20,000 Eucalyptus trees across 30 acres to mitigate groundwater seepage and promote natural discharge.

We firmly believe that there is no conflict between creation of shareholder value and generation of societal capital as we continue to make strides towards the sustainability.

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

The CSR & ESG Committee of the Board, chaired by Mr. Anil Kumar Mittal, 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, the Board of Directors of the Company are responsible for implementation and oversight of the business responsibility policies. The Board has empowered the CSR & ESG Committee to provide direction to the management and exercise oversight on the implementation of ESG policies and sustainability measures. The CSR & ESG Committee's composition, terms of reference are mentioned in the 'Report on Corporate Governance' forming part of this Annual Report. Further, the Board of Directors periodically considers and review the progress in respect to ESG and Sustainability matters.

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																		Ongoing basis
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances																		Quarterly and as and when required.

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
As a part of the oversight of the internal financial controls in the Company, Board of Directors review the adherence to the stated policies in the Company. Further, independent assessment/evaluation is carried out periodically by external agencies for certain policies and principles.								

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)									

NOTE:

Principle	Applicable Policies	Link
Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable	<ul style="list-style-type: none"> Code of Business Conduct and Ethics Insider Trading Policy Whistle Blower Policy (Vigil Mechanism) Anti-Bribery and Anti-Corruption Policy Anti-Fraud Policy 	
Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe	<ul style="list-style-type: none"> Sustainable Procurement Policy Product Responsibility Policy 	
Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains	<ul style="list-style-type: none"> Human Rights Policy Other HR & Employee Related Policies Policy on Sexual Harassment(POSH) Anti Discrimination and Equal Opportunity Policy Stakeholders Engagement and Grievance Redressal Policy Nomination, Remuneration and Board Diversity Policy 	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 head “Investor Relations.” However, the internal policies of the company pertaining to employment, leave, and product quality are available on the company's intranet only.
Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders	<ul style="list-style-type: none"> Stakeholders Engagement and Grievance Redressal Policy CSR Policy 	
Principle 5: Businesses should respect and promote human rights	<ul style="list-style-type: none"> Human Rights Policy Policy on Sexual Harassment (POSH) Anti-Discrimination and Equal Opportunity Policy 	
Principle 6: Businesses should respect and make efforts to protect and restore the environment	<ul style="list-style-type: none"> Environmental Protection Policy 	
Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.	<ul style="list-style-type: none"> Code of Business Conduct and Ethics Anti-Bribery and Anti-Corruption Policy Responsible Advocacy Policy Anti-Fraud Policy 	
Principle 8: Businesses should promote inclusive growth and equitable development	<ul style="list-style-type: none"> Stakeholders Engagement and Grievance Redressal Policy Sustainable Procurement Policy CSR Policy 	
Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner	<ul style="list-style-type: none"> Stakeholders Engagement and Grievance Redressal Policy IT Cyber Security Policy 	

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 audits impact	% of persons in respective category covered by the awareness programmes
Board of Directors	5	Updates on regulatory changes, roles and responsibilities of Independent Directors, Code of Conduct and Insider Trading, Materiality guidelines, Managerial remuneration, Sustainability initiatives, Review of policies & procedures	100%
Key Managerial Personnel (KMP)	5	Updates on regulatory changes, roles and responsibilities of Independent Directors, Code of Conduct and Insider Trading, Materiality guidelines, Managerial remuneration, Sustainability initiatives, Review of policies & procedures	100%
Employees other than BoD and KMPs	198	Food safety management system, Fire safety, First aid, Regulatory affairs, Allergens management, Pest control, Anti-discrimination, Business ethics & Labour rights, Occupational health & safety, FOSTAC, Advance Excel, POSH, Impactful communication, Health and Nutrition, IT Training	83%
Workers	165	Personal hygiene, Fire safety, First aid, Machine operation(s), Allergen awareness, Anti-discrimination, POSH, Environmental policy and processes, Business ethics & Labour rights, Occupational health & safety	69%

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

	Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred (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 conduct all its business dealings and relationships with professionalism, fairness, and integrity. The Company, its subsidiaries, their directors, officers, employees (including part-time and contractors) and suppliers, value chain partners and contractors while acting on behalf of the Company are required to strictly comply with this Anti Bribery and Anti Corruption Policy. Officials are prohibited from giving or receiving bribes to any third party, including any person or entity in the private or commercial sector.

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

The employees (including Directors and KMPs) of the Company commit to adhering to the Code of Business Conduct and Ethics upon joining and reaffirm this commitment annually.

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

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

	FY 2023-24	FY 2022-23
Directors		
KMPs		NIL
Employees		
Workers		

6. Details of complaints about conflict of interest:

	FY 2023-24		FY 2022-23	
	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			NIL	

7. Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest.

NA

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	10	10.73

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:

Parameters	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	29.78%	34.61%
	b. Number of trading houses where purchases are made from	534	751
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	25.81%	17.42%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	77.80%	76.83%
	b. Number of dealers / distributors to whom sales are made	616	606
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	28.10%	36.08%
Share of RPTs in*	a. Purchases (Purchases with related parties / Total Purchases)	0.00%	0.00%
	b. Sales (Sales to related parties / Total Sales)	0.25%	0.20%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.00%	0.00%
	d. Investments (Investments in related parties / Total Investments made)	3.58%	12.15%

*Refer to Note 46 of the standalone Financial Statements forming part of the Annual Report.

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

UN SDGs



Essential Indicators

- 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 2023-24	FY 2022-23	Details of improvements in environmental and social impact
R&D	100 %	100%	Enhancing seed quality, delivering educational sessions to farmers on Good Agricultural Practices (GAP), and supplying Integrated Pest Management (IPM) kits to agricultural practitioners.
Capex	-	-	-

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

Yes, KRBL actively engages in sustainable sourcing, upholding the principles outlined by the International Labour Organization on Business and Human Rights. One of the Manufacturing Unit of KRBL is certified by SEDEX (Supplier Ethical Data Exchange) and conducts BRCGS ETRS (British Retail Consortium Global Standards) Ethical Trade Responsible assessment which makes KRBL, the first organization in rice industry to be ETRS assessed with a 5/5 score. We support fair labour practices, safe working conditions and respect for human rights throughout our supply chain. We also monitor our raw material and packaging material suppliers on social compliance parameters. Further, we follow Ethical Trading Initiative Code in our manufacturing plants. The Company has a Sustainable Sourcing Policy in place and it endeavours to procure raw materials and packaging materials from the suppliers who are doing their respective businesses sustainably.

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

KRBL 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. Given our business operations, it is difficult to estimate the percentage of inputs sourced sustainably. However, the suppliers have made efforts to abide by all provisions relating to the impact on quality and food safety, sustainability, waste, and work environment which includes aspects of ethical labour practices and human rights.

- 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	As part of our Extended Producer Responsibility (EPR), we collect plastic waste through our waste management agency and recycle or safely dispose it as appropriate. We comply with EPR regulations set by the Central Pollution Control Board (CPCB). Since 2019, we have been a plastic-neutral* organization and have successfully met EPR guidelines yearly.
E-Waste	Extended Producer Responsibility	At KRBL, we have managed generation of electronic waste (e-waste), ensuring that all such waste is conscientiously recycled and safely disposed of through accredited e-waste processing facilities.
Hazardous Waste	Safely Disposed	Toxic and hazardous wastes are managed in strict accordance with guidelines of Pollution Control Board (PCB). This ensures safe and environmentally friendly disposal, mitigating potential risks to ecosystems and public health.
Other Waste	Safely Disposed	The other waste of the company is safely disposed.

*(This pertains to only domestic market)

- 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 is in compliance with the Extended Producer Responsibility (EPR) under the applicable Plastic Waste Management rules. Through EPR, the Company has made an attempt to collect, recycle or safely dispose more than 2600 tonnes of plastic waste. This has been made possible by efficient collaboration with collection centres and recycling/co-processing plants. The primary product of the Company is food grains, hence plastic is the predominant packaging material. Ensuring compliance with the Plastic Waste Management (PWM) Rules, 2016, the Company follows the 'Replace with EPR' approach to manage its downstream operations,

plastic packaging waste. Further, the Company has plans to increase the use of recycled plastic in a host of product packaging. Our EPR plan is implemented through our Waste Management Agency ("WMA"). WMA has collected the targeted plastic waste across India. In alignment with EPR compliance requirements, the Company has managed Category 1 Rigid Plastic (51 MT), Category 2 Flexible Plastic (2227 MT), and Category 3 MLP Plastic (347 MT) during the FY 2023-24. To facilitate credit transfers and ensure compliance across all three plastic categories, the Company has diligently fulfilled its annual return obligations via the EPR portal.

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

UN SDGs



Essential Indicators

- Details of measures for the well-being of employees:

% of employees covered by											
Category	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)
PERMANENT EMPLOYEES											
Male	1,933	1,933	100%	1,933	100%	-	-	189	10%	0	0 %
Female	41	41	100%	41	100%	41	100%	0	0	0	0%
Total	1,974	1,974	100%	1,974	100%	41	100%	189	10%	0	0%
OTHER THAN PERMANENT EMPLOYEES											
Male	205	0	0%	0	0%	0	0%	0	0%	0	0%
Female	-	0	0%	0	0%	0	0%	0	0%	0	0%
Total	205	0	0%	0	0%	0	0%	0	0%	0	0%

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

% of workers covered by											
Category	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)
PERMANENT WORKERS											
Male	748	748	100%	748	100%	0	0%	10	1%	0	0%
Female	46	46	100%	46	100%	46	100%	0	0%	0	0%
Total	794	794	100%	794	100%	46	100%	10	1%	0	0%
OTHER THAN PERMANENT WORKERS											
Male	283	0	0%	0	0%	0	0%	0	0%	0	0%
Female	53	0	0%	0	0%	53	100%	0	0%	0	0%
Total	336	0	0%	0	0%	53	100%	0	0%	0	0%

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

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	0.06%	0.02%

2. Details of retirement benefits, for the current and previous Financial Year:

Benefits	FY 2023-24			FY 2022-23		
	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	88.04%	97.10%	Yes	86%	98%	Yes
Gratuity	100.00%	100.00%	Yes	100%	100%	Yes
ESI*	28.67%	98.74%	Yes	28%	100%	Yes
Others- Labour Welfare Fund (LWF).	42.10%	66.12%	Yes	40%	67%	Yes

This table covers only permanent employees.

*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 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 workplaces are well equipped with ramps, lifts and handrails for staircases to facilitate the movement of differently abled individuals following the requirements of the Rights of Persons with Disabilities Act, 2016.

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.

Yes, KRBL follows ethical and competitive practices across its business dealings. The Company is an Equal Opportunity employer and aims to maintain inclusivity for all. It believes in treating every employee with respect and stands for the elimination of discrimination in respect of employment and occupation. The Company believes in fostering a workplace culture that values diversity, promotes inclusivity, and upholds the principles of equality and respect for all individuals. The Company has in place a dedicated Anti-Discrimination and Equal Opportunity Policy that serves as a cornerstone of our commitment towards providing a safe, supportive, and fair environment for every employee of our organisation.

The policy can be accessed at: <https://krblrice.com/policies-codes-related-documents/>

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	NA [#]	NA [#]
Female	100%	100%	NA [#]	NA [#]
Total	100%	100%	NA[#]	NA[#]

[#]No paternity leaves were availed during the financial year.

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 maintains a Human Resources Management System (HRMS) portal for its employees. The portal provides a helpdesk to employees for resolving any grievance. Additionally, the company has provided suggestion boxes for employees to submit their feedback and suggestions.
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	The Company has 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. Grievances received from workers are duly recorded in the appropriate registers at the plant premises.
Other than Permanent Workers	

KRBL 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 Engagement and Grievance Redressal Policy is applicable to all stakeholders who are either affected by or affect the company's operations.

The Company's Whistle Blower Mechanism enables its Directors and employees, to report any concerns or grievances related to potential or actual breach of the Company's Code of Business Conduct and Ethics, unethical behaviour. To enhance awareness, the organisation employs various communication methods, including email correspondence, training programmes, presentations and sessions, encouraging individuals to promptly report genuine, ethical and legal concerns or suspected fraudulent behaviour.

Moreover, the Company has a designated POSH Committee at all establishments, to ensure that all have a platform to raise and address their concerns effectively

The policies can be assessed on the link: <https://krblrice.com/policies-codes-related-documents/>

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

Category	FY 2023-24			FY 2022-23		
	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	1,974	-	-	1,636	-	-
-Male	1,933	-	-	1,602	-	-
-Female	41	-	-	34	-	-
Total Permanent Workers	794	-	-	878	-	-
-Male	748	-	-	828	-	-
-Female	46	-	-	50	-	-

8. Details of training given to employees and workers:

Category	FY 2023-24				FY 2022-23			
	Total (A)	On health & safety/ wellness measures		On skill upgradation	Total (D)	On health and safety measures/ wellness		On skill upgradation
		No. (B)	% (B/A)	No. (C) % (C/A)		No. (E)	% (E/D)	No. (F) % (F/D)
EMPLOYEES								
Male	2,138	1,540	72.03%	1,517 70.95%	1,810	117	6.46%	156 8.62%
Female	41	36	87.80%	29 70.73%	34	3	8.82%	14 41.18%
Total	2,179	1,576	72.33%	1,546 70.95%	1,844	120	6.51%	170 9.22%
WORKERS								
Male	1,031	694	67.31%	719 69.74%	1,094	114	10.42%	107 9.78%
Female	99	46	46.46%	46 46.46%	104	6	5.77%	1 0.96%
Total	1,130	740	65.49%	765 67.70%	1,198	120	10.02%	108 9.02%

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

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

Category	FY24 Current Financial Year			FY23 Previous Financial Year		
	Total (A)	No. (B)	% (B/ A)	Total (C)	No. (D)	% (D/ C)
EMPLOYEES						
Male	2,138	2,138	100%	1,810	1,370	75.69%
Female	41	41	100%	34	25	73.53%
Total	2,179	2,179	100%	1,844	1,395	75.65%
WORKERS						
Male	1,031	1,031	100%	1,094	687	62.80%
Female	99	99	100%	104	49	47.12%
Total	1,130	1,130	100%	1,198	736	61.44%

10. Health and safety management system

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

Yes, the Company has an Operational Health and Safety (OH&S) management system implemented in our premises which include trainings, Hazard Identification and Risk Assessment (HIRA), Incident reporting mechanisms, Emergency preparedness drills and Internal monitoring processes. OH&S practices are followed to effectively address health & safety needs of all employees.

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

Hazards Identification and Risk Assessment (HIRA) are conducted periodically across all our production sites to identify hazards and their associated risks. The Company has also conducted risk assessments in manufacturing units pertaining to building risks, changes in building, transmittable diseases and risks related to pregnant women. Internal audits are conducted to assess any non-compliances, which can affect health and safety of our employees and workers. In the event of accidents, detailed root cause analysis is undertaken and corrective actions are performed immediately. Awareness trainings are provided to all employees including but not limited to mock drills on emergency preparedness, use of fire extinguishers, emergency fire and noise alarms, PPE kits and relevant safety equipment to all workers. Permit-to-work process is used for assessing risks related to non-routine tasks. The process involves identifying the hazards associated with the facilities and the work involved and outlining the controls to eliminate and reduce hazards. Job safety assessments are conducted regularly.

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

Yes, the Company is committed towards keeping its workers safe at all locations. For this, the Company has established necessary processes for all its workers to report the work-related hazards and to protect themselves from such risks. We have constituted Works Committee, Grievance Handling Committee and Safety Committee in all our manufacturing units which investigates all grievances of the workers. Periodic trainings and mock drills with active participation of the entire workforce on emergency preparedness and use of fire extinguishers, fire alarms are also conducted. PPE kits and relevant safety equipments are also provided to all workers as per the job requirements.

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

Yes, all the employees and workers have access to non-occupational medical and healthcare services. KRBL provides company funded medical support, medical insurance, and statutory benefits under ESIC, wherever applicable.

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

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees Workers	0 1.80	3.20 4.50
Total recordable work-related injuries	Employees Workers	1 6	3 5
No. of fatalities	Employees Workers	0 0	0 0
High consequence work-related injury or ill-health (excluding fatalities)	Employees Workers	0 0	0 0

*Including in the contract workforce

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

The Company prioritizes safety which is achieved by incorporating strong protective measures to ensure a safe and healthy workplace - Employee well-being is very crucial to the company's success and KRBL ensures it by taking steps, institution of POSH Committee, Works committee, Grievance Handling Committee and Safety Committee which investigates all Employees' and Workers' grievances.

We have an OH&S management system implemented in our premises. The Company also provides training to all employees enhancing skill upgradation and personal safety. These trainings are on Personal Hygiene, Fire Safety, First-Aid, Machine operation, site security, Pest control, Problem solving. Trainings on POSH and mock drills for emergency preparedness are also conducted periodically. Workers in production areas are provided with proper PPE kits and relevant safety equipment such as gloves, ear plugs etc. The plants have primary health centres and restrooms. At all our manufacturing plants, we conduct annual medical check-ups and vaccination drives through medical professionals. Health and welfare camps on Yoga, Meditation, Women's health and nutrition are regularly conducted.

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

Category	FY 2023-24			FY 2022-23		
	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	4	NIL	Security/Admin/ Housekeeping	6	Nil	Minor issues 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.

There were no significant risk or concern arising from assessments of health & safety practices and working conditions, however we have undertaken following preventive measures:

- We have established a comprehensive process for hazard identification and risk assessment by which all potential hazards related to health and safety are identified and appropriate control measures are implemented.
- In the event of accidents, detailed root cause analysis is conducted, and corrective actions are performed immediately.
- Internal and external audits are carried out at the manufacturing and corporate level periodically.
- Regular training and awareness programs are conducted to ensure that all employees are well-informed and capable of adhering to the updated safety protocols.
- Periodic check of equipment and machinery is conducted.

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.

Refer Stakeholder Engagement section forming part of this Annual Report on page no. 44-45

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of Engagement (Annually/ Half Yearly/ Quarterly/ Others- please specify)	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	Product Feedback: We consider product feedback extremely pertinent and engagement with consumers, through different media. Transparency and Communication: We provide accurate and easily understandable information about the products, processes, and sustainability efforts through clear labelling, product information, QR Codes and public disclosures, enabling consumers to make informed choices. Product Innovation and Responsiveness: Consumer input is important for us to create more sustainable and environment-friendly products, packaging, and processes. This demonstrates commitment towards meeting consumer demands and aligning with their values.
Communities	Yes	On site community meetings	Need basis	CSR Engagement: Engagement with beneficiaries are undertaken as per the company's designated CSR initiatives and programs. Collaboration with Local Businesses: KRBL collaborates with local businesses and farmers to support the growth and development of the community during product sourcing, promoting local entrepreneurship and supporting initiatives that enhance the local economy. Environmental Initiatives: The Company implements environmental friendly practices within its operations and supports initiatives such as promoting awareness about conservation and climate change.

Stakeholder Group	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 (Annually/ Half Yearly/ Quarterly/ Others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	General Meetings, Investor Presentation, Earnings Conference Calls, Stock Exchange Intimations, Newspaper Publications, Annual Report, Emails, Calls, Website	Ongoing Basis	General Meetings: General Meetings 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. Shareholder Feedback Mechanisms: The Company has established an effective mechanisms for shareholders to provide feedback, ask questions, and express their opinions. This includes dedicated email addresses specifically designated for shareholders. Responding promptly and addressing shareholder queries or concerns demonstrates the company's commitment to shareholder engagement. Shareholder Communication: KRBL provides timely updates and reports on financial performance, significant events, and any other relevant information through emails including, investor presentations, press releases, reports etc. Investor Presentations and Conference Calls: KRBL 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. Quarterly and Annual Reports: KRBL publishes comprehensive quarterly and annual reports that include financial statements, management discussions and analysis of the business.
Employees/ Workers	No	Email, Calls, HRMS Portal	Regular	Development and Learning, Trainings on Health and safety
Media	No	Press Releases, Interviews	Event based	Press Releases, Media Interviews, Advertisements, Campaigns
Regulatory Authorities	No	Disclosures, Newspapers publications, Emails, Website, Statutory Filings	Regular	Compliance of laws Timely regulatory filings with appropriate authorities

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 has undertaken a materiality survey to identify the key issues that are material to its business. The Company has taken an interactive and data-driven approach to the evaluation, drawing on best industry practises and engaging with internal and external stakeholders.

The materiality matrix developed by KRBL reflects the primary areas of focus across Environmental, Social and Governance parameters, based on two dimensions — ‘Importance to Stakeholders’ and ‘Importance to the Company’. The Company has established a CSR & ESG Committee, which includes members of the Board. The Committee is regularly informed about the Company’s ongoing initiatives.

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, stakeholder participation and ideas are critical in identifying material subjects, contributing significantly to the organisation’s complete and inclusive approach to sustainability. By consulting stakeholders, organisation can effectively identify and manage environmental and social topics that hold significance.

This collaborative process enables the Company to benefit from diverse perspectives, ensuring a well-rounded understanding of sustainability issues and their impacts. By valuing stakeholder consultation, the Company fosters transparency, accountability and informed decision-making, leading to more robust sustainability strategy and outcomes.

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

The Company identifies the need of communities including vulnerable and marginalised groups and accordingly takes up various programs through Corporate Social Responsibility initiatives. The initiatives undertaken by the Company under the thrust areas of Corporate Social Responsibility is after assessing the need of the communities including the vulnerable/marginalised stakeholder groups and other members of the community. In this regard, the Company has contributed towards serving 63 lac meals through the Akshaya Patra Foundation to under privileged school going children.

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 2023-24			FY 2022-23		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (A)	No. of employees/ workers covered (D)	% (D/C)
EMPLOYEES						
Permanent	1,974	1,589	80.50%	1,636		
Other than Permanent	205	190	92.68%	208		Refer Note Below
Total employees	2,179	1,779	81.64%	1,844		
WORKERS						
Permanent	794	737	92.80%	878		
Other than Permanent	336	45	13.39%	320		Refer Note Below
Total workers	1,130	782	69.20%	1,198		

Note: All employees and workers are made aware of human rights and the Company’s Code of Conduct. No official record maintained during FY 2022-23.

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

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (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	1,933	0	0%	1,933	100%	1,602	5	0.31%	1,597	99.69%
Female	41	0	0%	41	100%	34	-	-	34	100.00%
Other than Permanent										
Male	205	0	0%	205	100%	208	-	-	208	100.00%
Female	0	0	0%	0	0%	-	-	-	-	-
Workers										
Permanent										
Male	748	80	10.70%	668	89.30%	828	60	7.26%	768	92.74%
Female	46	5	10.87%	41	89.13%	50	8	16.00%	42	84.00%
Other than Permanent										
Male	283	283	100%	0	0%	266	266	100.0%	-	-
Female	53	53	100%	0	0%	54	54	100.0%	-	-

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

- a. Median remuneration / wages:

	(Amount in ₹ Lacs)			
	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	7	280.39	2	216.41
KMP	2	115.66	0	-
Employees other than BoD & KMP	1,928	3.24	40	6.11
Workers	748	1.85	46	1.84

Notes:

- This table includes information for only permanent employees and workers.
- We have four Executive Directors who are paid remuneration by way of salary, the Independent Non-Executive Directors are paid sitting fees only.
- KMP here includes CFO and Company Secretary
- Remuneration of the Directors is within the limit as prescribed under Section 197 read with Schedule V of the Act and other applicable laws.

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

Gross wages paid to females as % of total wages	4.63%	5.00%
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*Only Permanent employees covered

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. The Company has Internal Complaints Committee as per POSH to address the human rights issues of the Employees.

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

KRBL has a Human Rights Policy that aims to promote 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 reaffirms its commitment towards dignified and respectful treatment of all individuals as well as eliminate discrimination in employment and involuntary forms of labour. Further, the Company provides access to an Employee Self-Service (ESS) Portal, facilitating employees to address their

grievances directly to the relevant department. KRBL has adopted Vigil Mechanism (Whistle-Blower Policy), Code of Business Conduct and Ethics, Nomination, Remuneration and Board Diversity Policy, Policy on Prevention of Sexual Harassment (POSH), Corporate Social Responsibility Policy, Anti-Fraud Policy, Anti Bribery and Anti Corruption Policy and Stakeholder Engagement and Grievance Redressal 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 its business activities.

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

Category	FY 2023-24			FY 2022-23		
	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 issues	-	-	-	-	-	-

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

We conduct regular training sessions for employees and workers on Prevention of Sexual Harassment (POSH). Displaying informative posters regarding workplace conduct and the prevention of discrimination on notice boards. Incorporating comprehensive guidance for mitigation of discrimination and harassment at workplace environments into employee induction programs.

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

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

10. Assessments for the year:

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

% of your 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	-

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

The Board has approved Equal Opportunity and Anti-Discrimination Policy, Anti -Fraud Policy and Stakeholder Engagement and Grievance Redressal Policy consisting of standard operating procedures w.r.t to handling and addressing of human rights issues.

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 Giga Joules (GJ) and energy intensity:

Parameter	FY (2023-24) GJ	FY (2022-23) GJ
From renewable sources		
Total electricity consumption (A)	9,124.54	7,746.89
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	17,82,203.44	20,86,418.99
Total energy consumed from renewable sources (A+B+C)	17,91,327.98	20,94,165.88
From non-renewable sources		
Total electricity consumption (D)	89,770.55	57,783.25
Total fuel consumption (E)	37,681.60	43,736.98
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	1,27,452.15	1,01,520.23
Total energy consumed (A+B+C+D+E+F)	19,18,780.14	21,95,686.11
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) (KJ/INR)	35.63	40.94
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (Total energy consumed / Revenue from operations adjusted for PPP) (KJ/INR adjusted for PPP)	815.26	936.70
Energy intensity in terms of physical output (KJ/Kg)	3,016.67	3,066.86

*Approx. 90% of energy utilized in operations is derived from renewable sources reducing reliance on fossil fuels and grid electricity.

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.

No, the entity doesn't have any sites/facilities identified as Designated Consumers (DCs) 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)	FY (2022-23)
Water withdrawal by source (in kilolitres)		
(i) Surface water	13,500.00	5,34,057.20
(ii) Groundwater	2,73,588.00	2,02,682.00
(iii) Third party water	7,487.18	230.00
(iv) Seawater / desalinated water	-	-
(v) Others	-	71.36
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,94,575.18	7,37,040.56
Total volume of water consumption (in kilolitres)	2,94,538.18	3,92,092.56
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) (mL/INR)	5.47	7.31
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (Total water consumption / Revenue from operations adjusted for PPP)(mL/INR adjusted for PPP)	125.14	167.25
Water intensity in terms of physical output (mL/Kg)	463.07	547.66



Note:

At KRBL, all wastewater undergoes stringent treatment before being reused within our premises for gardening and cleaning. This proactive approach has led to reduced water withdrawal from the source during the FY 2023-24 thus, minimizing environmental impact and promoting responsible resource utilization.

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)	FY (2022-23)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	3,44,682.00
- No treatment	-	-
- With treatment	-	3,44,682.00
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment	-	-
(iv) Sent to third-parties	37.00	266.00
- No treatment	37.00	266.00
- With treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment	-	-
Total water discharged (in kilolitres)	37.00	3,44,948.00

Note:

The water discharged is within permissible limits and is carefully monitored through onsite meters. The information is readily accessible online via governing regulatory platforms. In the year 2022-23 the details related to discharge was inadvertently captured incorrect. The value presented was related to the amount of water re-used within our premises for gardening and cleaning. The total discharge accounted for 266 KL of water which was captured as send to third parties within the report

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.

KRBL prioritizes water conservation through robust water efficiency practices mentioned below. While we haven't yet implemented Zero Liquid Discharge (ZLD) systems at our facilities, we actively aim to minimize freshwater consumption.

- **Judicious Water Use:** We promote responsible water usage throughout our operations.
- **Wastewater Recycling:** We treat wastewater through Effluent Treatment Plants (ETPs) and maximize its reuse for landscaping.
- **Minimized Freshwater Reliance:** By treating and reusing wastewater for landscaping, we significantly reduce the need for fresh water.

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

Parameter	Unit	FY (2023-24)	FY (2022-23)
NOx	-	-	-
SOx	-	-	-
Particulate matter (PM)	µg/m3	55.98	81.00*
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others please specify	-	-	-

Note: KRBL rigorously monitors stack emissions through periodic testing at all facilities, ensuring compliance. This includes internal testing and site testing by the State Government/Appropriate authorities.

*This value has been recalculated and corrected.

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

Parameter	Unit	FY (2023-24)	FY (2022-23)
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	TCo2e	12,107.63 [#]	11,168.01
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	TCo2e	17,854.36*	11,396.14
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	mgCo2e/₹	556.40	420.72
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)	mgCo2e/₹ adjusted for PPP	12,730.37	9,626.07
Total Scope 1 and Scope 2 emission intensity in terms of physical output	mgCo2e/Kg	47,105.69	31,516.81

Note:

[#]Emission factor for (Scope 1 emissions) fuels and fugitive emissions were taken from IPCC 2006 Guidelines for National Greenhouse Gas Inventories, DEFRA (UK Government GHG Conversion Factors for Company Reporting - 2023)

*Emission factor for (Scope 2 emissions) electricity was taken from CO₂ Baseline Database for the Indian Power Sector User Guide Version 19.0 published in December 2023

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

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

KRBL actively implements projects that demonstrably reduce greenhouse gas (GHG) emissions. Our commitment to sustainability is evident through a multi-pronged approach to renewable energy:

- **Solar Plants:** KRBL has invested in solar installations to generate clean electricity, reducing reliance on grid electricity.
- **Residual Rice Husk Utilisation:** Residual rice husk, a by-product of our operations, is effectively utilised as a fuel source. This process displaces traditional fossil fuels like coal, minimising GHG emissions associated with power generation.

By implementing these initiatives, KRBL ensures that over 90% of its consumed power originates from renewable sources. This significantly contributes to a reduction in greenhouse gas emissions compared to conventional power generation methods.

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

Parameter	FY (2023-24)	FY (2022-23)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	2,625.00	2,330.47
e-Waste (B)	0.375	0.38
Bio-medical waste (C)	0.36	-
Construction and demolition waste (D)	-	5.40
Battery waste (E)	2.11	1.30
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	0.45	1.4
Other Non-hazardous waste generated (H). (Rice Husk Ash, Metal scrap and Wood)	28,110.90	17.07
Total (A+B + C + D + E + F + G +H)	30,739.19	2,356.02
Waste intensity per rupee of turnover (mg/INR)	570.83	43.93
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (mg/ INR adjusted for PPP)	13,060.59	1,005.14
Waste intensity in terms of physical output (mg/Kg)	48,327.57	3,290.81

Parameter	FY (2023-24)	FY (2022-23)
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	364.65	1,084
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	364.65	1,084
For each category of waste generated, total waste disposed off by nature of disposal method (in metric tonnes)		
Category of Waste		
(i) Incineration	0.36	-
(ii) Landfilling	27654.88	5.74
(iii) Other disposal operations	2,719.29	570.24
Total	30374.53	575.98

Note: KRBL prioritizes environmental responsibility. We've revised our non-hazardous waste reporting to include rice husk ash, a by-product of our renewable biomass power generation. This change may show an increase compared to previous reports, but it provides a more accurate picture. Additionally, we want to clarify an assumption: while loading rice husk ash onto trucks for landfill, water is sprayed to keep the ash settled during transportation. This practice can result in inaccurate data records due to the added weight of the absorbed water. Therefore, we now calculate rice husk ash based on the residual ash approx (18%) of the total rice husk generated in our operations and utilized in generation of electricity

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

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.

KRBL prioritizes environmental stewardship through a comprehensive waste management strategy. This strategy integrates best practices across all waste categories, aligning with our commitment to sustainability.

- a. **Extended Producer Responsibility:** We acknowledge our Extended Producer Responsibility (EPR) for plastic and electronic waste (e-waste). Robust mechanisms ensure their proper disposal and recycling, adhering strictly to all EPR compliance regulations.
- b. **Hazardous Waste Management:** Toxic and hazardous wastes are managed in strict accordance with Pollution Control Board (PCB) guidelines. This ensures safe and environmentally friendly disposal, mitigating potential risks to ecosystems and public health.
- c. **Resource Efficiency and Circularity:** Non-hazardous waste is managed through authorized partners, while residual rice husk is utilized for power generation, maximizing resource efficiency.

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:

KRBL 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.
-	-	-	-

Yes, KRBL upholds biodiversity, a pillar of sustainability. We recognize environmental complexities and adhere to strict environmental guidelines, minimizing our impact. While our operations may not be in ecologically sensitive areas, our commitment extends beyond. We continuously evaluate practices and explore partnerships to support broader biodiversity conservation efforts.

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

KRBL prioritizes strict adherence to environmental regulations. While Environmental Impact Assessments (EIAs) weren't required for our FY 2023-24 operations, we remain committed to conducting them when necessary. We actively engage with relevant authorities to ensure our activities align with best practices.

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

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

Yes, KRBL goes beyond mere compliance. We aim towards establishing a robust environmental management system that adheres to all applicable Indian environmental laws and regulations, including the Water (Prevention and Control of Pollution) Act, the Air (Prevention and Control of Pollution) Act, and the Environment (Protection) Act and the rules made thereunder.

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



- 1 a. **Number of affiliations with trade and industry chambers/ associations.**
The Company is committed towards carrying out business in a manner where the authorities in the areas where it operates are kept in constant engagement.

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

KRBL has affiliations with 5 trade and industry chambers/associations.

- b. **List of 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	Bureau of Indian Standard (BIS)- Food grains, allied products and other agricultural produce sectional committee	National
5	Bureau of Indian Standard (BIS)- Consultative group on sustainability	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 from any regulatory authority.

PRINCIPLE 8-BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

UN SDGs



Essential Indicators

- 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 during FY 2023-24					

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% Of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
No R&R projects have been undertaken by KRBL in FY 2023-24 as the same was not applicable						

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

KRBL's operations has a significant impact on the surrounding communities and any person or entity which is affected by our business operations is considered a stakeholder by the company. Timely resolution of all our stakeholder's grievances is of utmost significance to the Company. We have a dedicated Stakeholders Engagement and Grievance Redressal policy which has a detailed procedure for addressing grievances with a single point of contact specified. The main objective is to discover any gaps and to ensure that the community's needs and concerns are addressed and resolved in a time bound manner.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	9.03%	8.25%
Directly from within India	100%	100%

- 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 2022-2023 Previous Financial Year
Rural	5.84%	6.01%
Semi-urban	46.86%	49.11%
Urban	45.82%	43.25%
Metropolitan	1.49%	1.63%

*This covers only permanent employees

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

UN SDGs



Essential Indicators

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

KRBL has a well-established Consumer Complaint Cell which has established and detailed Standard Operating Procedure to ensure all the customer complaints and queries received are handled fairly, efficiently, and effectively in a time bound manner. We have dual point of connection for resolving customer complaints. Our contact number - +91-8448893199 and our Customer Care e-mail - customercare@krblindia.com which is also printed at the back of all our product packaging, helps the customers to register their respective queries and complaints in a more convenient manner. Every complaint is resolved through proper investigation and technical expert consultation and proper documentation in a time-bound manner. We appreciate our customers' input on our product offerings and endeavour to provide high-quality products that satisfy our customers' requirements and fulfil their expectations.

The Company has in place a policy on stakeholder's engagement and grievance policy which can be assessed on the link: <https://krblrice.com/wp-content/uploads/2024/08/SEGR-Policy-31.07.2024-Adopted.pdf>

- 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%

- Number of consumer complaints:

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	45	-	Cases notified by customers wherein they were targeted through WhatsApp messages from unknown senders/ fake websites/links providing lucrative offers using our brand name.	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	-	-	-	-	-	-

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

KRBL has not recorded any product recalls during 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 has developed various comprehensive security policies that outline access control, security, incident management procedures etc. Our policy on cyber security and risks related to data privacy is available on our website https://krblrice.com/Cyber%20Security%20Guideline_Policy.pdf. Training is delivered to all employees on cybersecurity best practices. We have a dedicated IT team which ensures role-based access controls with proper encryption are in place ensuring employees have access to the necessary data required for their job responsibilities. All software are regularly updated and antivirus software are installed for protection against external threats. Internal audits and mock drills are also regularly conducted.

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

7. Provide the following information relating to data breaches:

- Number of instances of data breaches – No such instances
- Percentage of data breaches involving personally identifiable information of customers – 0%
- Impact, if any, of the data breaches- Not Applicable

Leadership Indicators

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

- KRBL's official website i.e. <https://krblrice.com/> and <https://www.indiagatefoods.com/> serves as a hub for providing detailed product descriptions, recipes and cooking tips.
- Through television and print advertising, we feature our brand across renowned Hindi general entertainment channels, movies channels and children's channels. We have also partnered with renowned publications to feature our products.
- Digital platforms such Instagram, Facebook, X and Smart Consumer App.
- Through e-Commerce platforms such Reliance, Spencer's, Flipkart, Amazon etc.
- Online and Offline Large format Stores such D mart and Vishal Mega Mart

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

- Digital Presence and Social Media Engagement - We have a strong digital presence to connect with our target audience effectively. Our website serves as a hub of information, providing detailed product descriptions, recipes and cooking tips. We also engage with our customers through various social media platforms like Facebook, Instagram, X etc.
- Television and Print Advertising - We strategically utilise television and print advertising to reach to a wider audience to feature our products, highlight their qualities and educating consumers about safe and responsible usage of our products.
- Consumer Outreach Programmes - Establishing a strong connection with our customers is of strong importance to KRBL. This is carried out through various consumer outreach programmes, such as cooking demonstrations, recipe contests, food festivals, various campaigns etc. to actively engage with our target audience. KRBL together with the Eat Right India initiative under the aegis of the Food Safety and Standards Authority of India (FSSAI), flagged off the nationwide 'Basmati Rice No Compromise' public interest education and awareness initiative. It was to spread awareness of the recently released FSSAI regulations on identity standards for basmati rice across 10 cities.

- All our products have accurate and easily understandable information about the product, instructions for use, mfg. date, use by date etc. through clear labelling which enables the consumer to make informed choices and safe usage. They can also reach out to us on our toll-free number +91-8448893199 and our email ID customercare@krblindia.com, these details are printed on all our product packaging. We also have a dedicated section "Contact Us" on our website which includes necessary details and helps in making an enquiry. There is also another section named "Our Brands" which has all the information related to all our products and their ingredients for consumer ease and knowledge.

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

At KRBL, we do not deal with any essential services, however, in case of any disruption, we can disseminate information through our website, various mass media platforms, social media platforms, distribution network, sales representatives, emails, etc. In addition, consumers can reach out to us on +91-8448893199 and email ID customercare@krblindia.com, printed on each product.

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, all mandatory disclosures required under Legal Metrology Act, 2009, Food Safety Standards Act, 2006 and other applicable laws are made on products, further we display product information on the product over and above what is mandated as per local laws. This includes QR codes which pertains the information about the product facts. We also display the information about product quality aspects, description about product, ageing of rice etc.

Yes, with an objective to gain insight of customer experience, preferences, likes, or dislikes related to product & services, a feedback call is being performed after complaint resolution. The maximum timeline for performing the feedback call is within 30 days of receiving the complaint. In addition to calls, we also share a customer satisfaction assessment form through email with the complainant seeking their feedback on overall experience.