

## Principle 8: Businesses should promote inclusive growth and equitable development.

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

| Name and brief details of project | SIA Notification No | Date of notification | Whether conducted by independent external agency (Yes / No) | Results communicated in public domain (Yes / No) | Relevant Web link |
|-----------------------------------|---------------------|----------------------|---|--|-------------------|
| Nil                               |                     |                      |   |  |                   |

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

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

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

There is a designated person to report any complaints or grievances. The complaints can be submitted orally or in writing. Additionally, there is a robust community engagement mechanism, wherein the Program Officers working under the supervision of the CSR Head regularly interact with community stakeholders. Program Officers also serve as the first point of contact for the community to submit and redress grievances on a one-to-one basis.

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

|  | FY 2024-25<br>Current Financial Year | FY 2023-24<br>Previous Financial Year |
|--|--------------------------------------|---------------------------------------|
| Directly sourced from MSMEs/ small producers                         | 25.70%                               | 30.43%                                |
| Sourced directly from within the district and neighbouring districts | 35%                                  | 34%                                   |

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

| Location     | 2024-25<br>Current Financial Year | FY 2023-24<br>Previous Financial Year |
|--------------|-----------------------------------|---------------------------------------|
| Rural        | 0.00%                             | 25.09%                                |
| Semi-urban   | 44.66%                            | 50.18%                                |
| Urban        | 20.45%                            | 0.58%                                 |
| Metropolitan | 34.89%                            | 24.15%                                |

(Location categorised as per RBI Classification System - rural / semi-urban / urban / metropolitan)

### Leadership Indicator

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

| Details of negative social impact identified | Corrective action taken |
|--|-------------------------|
| Nil  | Nil                     |
| Nil  | Nil                     |

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

| Sr. No. | State          | Aspirational District | Amount spent (In ₹ crore) |
|---------|----------------|-----------------------|---------------------------|
| 1       | Rajasthan      | Baran                 | 10.67                     |
| 2       | Jharkhand      | Godda                 | 10.42                     |
| 3       | Madhya Pradesh | Singrauli             | 6.36                      |

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

No, we do not have a policy on this as yet.

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

Not Applicable

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

Not Applicable

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

| Sr. No. | Intellectual Property based on traditional knowledge | Owned/ Acquired (Yes/No) | Benefit shared (Yes / No) | Basis of calculating benefit share |
|---------|--|--------------------------|---------------------------|------------------------------------|
| NIL     |  |                          |                           |                                    |

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

| Name of authority | Brief of the Case | Corrective action taken |
|-------------------|-------------------|-------------------------|
| NA                |                   |                         |

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

| Sr. No. | CSR Project (Focused Area)           | No. of persons benefitted from CSR Projects | % Of beneficiaries from vulnerable and marginalised groups |
|---------|--------------------------------------|---|--|
| 1       | Education                            | 86993                                       | 49.73%   |
| 2       | Community Healthcare                 | 776246                                      | 25.55%   |
| 3       | Sustainable Livelihood               | 74387                                       | 36.48%   |
| 4       | Community Infrastructure Development | 184211                                      | 61.14%   |
| 5       | Climate Action                       | 90502                                       | 22.65%   |
|         | <b>Total</b>                         | <b>1234155</b>                              | <b>37.50%</b>  |

**Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner**

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

We have well defined systems for receiving and responding to consumer complaints and feedback. Consumers can share their complaint and feedback via email. Timely and effective redressal of concerns/complaints raised by our stakeholders is a key priority for our businesses. To ensure this, all acknowledgements are sent to users within 24 hours of receipt of such issues and as a standard procedure, all grievances are closed in a specified time with a final resolution.

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

|   | As a percentage to total turnover   |
|---|---|
| Environmental and social parameters relevant to the product | Not Applicable considering the nature of Company's product and services offerings |
| Safe and responsible usage                                  |   |
| Recycling and/or safe disposal                              |   |