

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT FOR FY 2025-26

SECTION A: GENERAL DISCLOSURES

This section contains an overview of the business, including markets served, financial performance, key employee statistics and mapping of risks and opportunities.

I. Details of the Listed Entity:

1. **BSE Scrip Code:** 508486
2. **ISIN:** INE979B01015
3. **Corporate Identity Number (CIN):**
L28997MH1959PLC011304
4. **Name of the Listed Entity:**
Hawkins Cookers Limited
5. **Year of incorporation:** February 25, 1959
6. **Registered office address:**
F101, Maker Tower, Cuffe Parade,
Mumbai 400005, India
7. **Corporate address:**
F101, Maker Tower, Cuffe Parade,
Mumbai 400005, India
8. **E-mail:** ho@hawkinscookers.com
9. **Telephone:** +91-22-24440807, +91-22-22186607
10. **Website:** www.hawkinscookers.com
11. **Financial year for which reporting is being done:**
April 1, 2025, to March 31, 2026
12. **Name of the Stock Exchange(s) where shares are listed:**
BSE
13. **Paid-up Capital:** Rs.5.29 Crores
14. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:**
Brahmananda Pani, Company Secretary and
Senior Vice President – Indirect Tax and Legal
Contact: +91-22-42426276,
Email: hbr@hawkinscookers.com
15. **Reporting boundary:**
All disclosures under this report are made on a Standalone basis for Hawkins Cookers Limited.
16. **Name of the assurance provider:** Not applicable.
17. **Type of assurance obtained:** Not applicable.

II. Products/Services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Manufacturing	Manufacture of fabricated metal products, except machinery and equipment (Business Activity Code - C25)	80%
		Other Manufacturing (Business Activity Code - C32)	4%
2.	Wholesale and Retail trade	Wholesale and Retail Trade (Business Activity Code - G45)	16%

19. Product/Services sold by the entity (accounting for 90% of the entity's turnover):

Sr. No.	Product/ Service	NIC Code	% of Total Turnover
1.	Manufacturing of Pressure Cookers, Cookware and Kitchen Electricals	259904, 275002	84%
2.	Trading of Cookware and Gas Stoves	464902	16%

III. Operations

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

Location	No. of Plants	No. of Offices	Total
National	4	2	6
International	–	–	–

21. Markets served by the entity:

a. Number of locations:

Locations	Number
National (No. of States)	28 States and 8 Union Territories
International (No. of Countries)	33 in FY 2025-26 (71 since inception)

b. What is the contribution of exports as a percentage of the total turnover of the entity? 5.4%

c. A brief on types of customers:

Your Company's customer base includes homemakers, professional chefs, dealers, government and private institutions including the Canteen Stores Department, hotels, restaurants and corporate organizations.

IV. Employees**22. Details as at the end of Financial Year 2025-26****a. Employees and workers (including differently abled):**

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	340	290	85%	50	15%
2.	Other than Permanent (E)	211	161	76%	50	24%
3.	Total employees (D+E)	511	451	82%	100	18%
Workers						
4.	Permanent (F)	237	237	100%	–	–
5.	Other than Permanent (G)	1719	1708	99%	11	1%
6.	Total Workers (F+G)	1956	1945	99%	11	1%

b. Differently abled employees and workers: None.**23. Participation/Inclusion/Representation of women**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	2	20.0%
Key Management Personnel*	5	–	–

*The four Executive Directors are included in both the Board of Directors and Key Management Personnel counts.

24. Turnover rate for permanent employees and workers

	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	16%	20%	16%	23%	26%	23%	11%	10%	11%
Permanent Workers	11%	–	11%	12%	–	12%	9%	–	9%

V. Holding, Subsidiary and Associate Companies (including joint ventures):**25. (a) Name of Holding/Subsidiary/Associate Companies/Joint ventures:** Not applicable.**VI. CSR Details:****26. (i) Whether CSR is applicable as per section 135 of the Companies Act, 2013 (Yes/No):** Yes.

(ii) Turnover (in Rs.) – Rs.1,252.93 Crores

(iii) Net Worth (in Rs.) – Rs.445.25 Crores

(For more Information refer **Annual Report on CSR at Page No. 8 in the Directors' Report**)

VII. Transparency and Disclosures Compliances**27. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC):**

The grievance redressal mechanism is in place. Contact details of your Company are provided on every Hawkins product and are also published on <https://www.hawkinscookers.com/Contact.html>. Periodic engagements with key stakeholders take place through meetings, conferences, appraisals and town halls.

Stakeholder Group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for grievance redress policy	FY 2025-26			FY 2024-25		
			Complaints filed during the year	Complaints pending resolution at close of the year	Remarks	Complaints filed during the year	Complaints pending resolution at close of the year	Remarks
Communities	Yes	https://www.hawkinscookers.com/download/The_Value_Chain_Partners_Code_of_Conduct.pdf , https://www.hawkinscookers.com/download/BRSPolicy.pdf and https://www.hawkinscookers.com/VigilMechanism.aspx	–	–	–	–	–	–
Investors (other than shareholders)	Yes		–	–	–	–	–	–
Shareholders	Yes		3	–	–	9	–	–
Employees and workers	Yes		18	–	–	16	8	Since Resolved
Customers	Yes		15	–	–	33	1	Since Resolved
Value Chain Partners	Yes		25	3	Since Resolved	7	–	–

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

Sr. 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.	Climate Change	Opportunity	The pressure cooker reduces consumption of natural resources like cooking fuel and trees.	–	Positive
2.	Plastics	Risk	Reducing use of plastics is desirable.	Fully EPR compliant. Plastic packaging is 100% recyclable.	Positive
3.	Effluents and emissions	Risk	Proper management of effluents and emissions is required.	ETPs are operational at all plants. The treated water is recycled and used appropriately. Trees plantation drive is done. Rainwater harvested.	Positive
4.	Energy conservation and use of Renewable Energy	Risk	Improving energy efficiency is desirable.	Additional Solar Panels installed in plant. More energy efficient lights and fans used.	Positive
5.	Cooking Gas Availability	Opportunity	Our Induction Cooktop and BEE 4 Star rated Gas Stove reduce the consumption of cooking gas.	–	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the following NGRBC principles and core elements:

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1.	a. Whether your entity's policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Policies are Board approved, as applicable.								
	c. Web Link of the Policies, if available	1. Business Responsibility and Sustainability Policy https://www.hawkinscookers.com/download/BRSPolicy.pdf 2. CSR Policy https://www.hawkinscookers.com/CSRPolicy.pdf 3. Dividend Distribution Policy https://www.hawkinscookers.com/download/DividendDistributionPolicy.pdf 4. Equal Opportunity Policy https://www.hawkinscookers.com/download/EqualOpportunityPolicy.pdf 5. Policy for determination of materiality of events/information https://www.hawkinscookers.com/download/Policy_on_Materiality_of_Events.pdf 6. Policy on Prevention of Sexual Harassment of Women at Workplace https://www.hawkinscookers.com/download/HawkinsPolicyagainstSexualHarassment(POSH).pdf 7. Privacy Policy https://www.hawkinscookers.com/PrivacyPolicy.html 8. Related Party Transactions Policy https://www.hawkinscookers.com/RPT.aspx								

		9. Remuneration Policy https://www.hawkinscookers.com/download/RemunerationPolicy.pdf 10. The Corporate Governance Code of Conduct https://www.hawkinscookers.com/TheCode.html 11. The Value Chain Partners Code of Conduct https://www.hawkinscookers.com/download/The_Value_Chain_Partners_Code_of_Conduct.pdf 12. Vigil Mechanism/Whistle Blower Policy https://www.hawkinscookers.com/VigilMechanism.aspx																	
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners?	Appropriate policies extend to our value chain partners.																	
4.	Name of the national and international codes/certifications/labels/standards adopted by your entity and mapped to each principle.	Your Company is in compliance with all applicable legal, financial, regulatory, environmental and pollution control laws. Its pressure cookers, cookware and electrical appliances are BIS certified and carry the ISI mark, wherever applicable. Your Company has introduced Gas stoves which are rated 4 Star by the Bureau of Energy Efficiency (BEE).																	
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Your Company has undertaken measures including in sustainable sourcing, energy efficiency, water conservation, reduction in the use of plastic and paper, treatment of waste and wastewater and discharge thereof and rainwater harvesting.																	
6.	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	Performance is appropriately monitored and corrective actions are taken wherever required.																	
Governance, leadership and oversight																			
7.	Statement by director responsible for the business responsibility report, highlighting ESG related Challenges, targets and achievements. Neil Vasudeva (DIN:09208715), Executive Director-Marketing: "In addition to the net positive ESG impact of our main product, the Pressure Cooker, we have entered in the year under review into electrical appliances and launched energy saving devices such as Induction hobs and electric kettles and also launched a superior BEE 4 Star rated fuel efficient gas stove. These conserve precious LPG fuel resources particularly important in these volatile times. We remain committed to performing our ESG responsibilities to the best of our abilities and in areas connected to our main business which in itself is beneficial to the environment".																		
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policies.	Subhadip Dutta Choudhury (DIN:00141545) Chairman of the Board of Directors & Chief Executive Officer.																	
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, Neil Vasudeva (DIN:09208715), Executive Director-Marketing, is the Business Responsibility and Sustainability Head.																	
10. Details of Review of NGRBCs by the Company:																			
Subject for Review		Indicate whether review was undertaken by Director/Committee of the Board/ Any other Committee									Frequency (Annually/Half-yearly/Quarterly/Any Other)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action		The review is done by a Director or other employees/committees.									At least once annually or more often.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances.																			
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	Yes, The implementation of certain policies is subject to review by statutory auditors, M/s Kalyaniwalla & Mistry LLP, secretarial auditors, M/s Jayshree Dagli & Associates, and safety auditors, JOGI Safe Tech Pvt. Ltd. and SAFELINE Services. In addition, assessments are carried out as part of the Company's internal review process.								

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the principles and Core Elements with key processes and decisions.

Business Responsibility & Sustainability Report (Continued)

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

Essential Indicators

1. Percentage coverage by training & awareness programs on any of the Principles during FY 2025-26:

Segment	Total number of training and awareness programmes held	Topics/Principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	5	Regulatory developments in corporate governance, Companies Act, SEBI, Environmental and safety issues, Risk assessment and mitigation, Corporate Social Responsibility, Business environment.	100%
Key Management Personnel (KMP)	13	Regulatory developments in corporate governance, Companies Act, SEBI, Environmental and safety issues, Risk assessment and mitigation, Corporate Social Responsibility, Skills development, Business environment, Team building.	100%
Employees other than BoD and KMP	91	Code of Conduct, Creating a respectful workplace (POSH), Skill Development, Safety and Health, Team building, Management of Self.	65%
Workers	75	Code of Conduct, Creating a respectful workplace (POSH), Skill Development, Health, Safety, Environment & Fire, Team building, Management, Human Rights.	41%

2. Details of fines/penalties/punishment/award/compounding fees/settlement amounts paid in proceedings (by the entity or by Directors/KMPs) with regulators/law enforcement agencies/Judicial institutions, in the financial year.

Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (INR)	Brief of the case	Has an appeal has been preferred? (Yes/No)
Penalty	1	Assistant Commissioner (GST), Uttar Pradesh	Rs.6,73,580/-	Mismatch between amount in the invoices and e-way bill.	Yes
Penalty	1	Additional Commissioner of Customs, Maharashtra	Rs.3,50,000/-	Goods imported without SIMS Certificate.	Yes

3. Of the instances disclosed in Question 2 above, details of Appeal/Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Appeal filed on 03.06.2026	Additional Commissioner, Appeals
Appeal filed on 19.09.2025	Commissioner, Appeals

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 policies and frameworks that promote

anti-corruption and anti-bribery practices, including the Business Responsibility and Sustainability Policy, the Corporate Governance Code of Conduct, the Vigil Mechanism/Whistle Blower Policy and the Value Chain Partners Code of Conduct. These policies encourage ethical conduct and transparent business practices and are available on the Company's website at <https://www.hawkinscookers.com/download/BRSPolicy.pdf>, <https://www.hawkinscookers.com/TheCode.html>, <https://www.hawkinscookers.com/VigilMechanism.aspx> and https://www.hawkinscookers.com/download/The_Value_Chain_Partners_Code_of_Conduct.pdf. All value chain partners are required to act ethically in all their dealings and are prohibited from offering or accepting bribes to or from any Company employee.

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption: None.

6. Details of complaints with regard to conflict of interest: None.

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: Not applicable.

8. Number of days of accounts payables:

	FY 2025-26	FY 2024-25
Number of days of accounts payables	39	38

9. Openness 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.

Parameter	Metrics	FY 2025-26	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	–	–
	b. Number of trading houses where purchases are made	–	–
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	–	–

Parameter	Metrics	FY 2025-26	FY 2024-25
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	99%	98%
	b. Number of dealers/distributors to whom sales are made	10657	9804
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	25%	23%
Share of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	–	–
	b. Sales (Sales to related parties/Total Sales)	0.01%	0.02%
	c. Loans & advances (Loans & advances given to related parties/Total Loans & advances)	–	–
	d. Investments (Investments in related parties/Total Investments made)	–	–

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe.**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 2025-26	FY 2024-25	Details of Improvements in environmental and social impacts
R&D	100%	99%	Your Company has invested a substantial portion of its R&D expenditure in the development of a new high-efficiency gas stove with a thermal efficiency of 74%, as well as advanced higher efficiency induction cooktops.
Capex	90%	72%	- Installed automated polishing machines to improve energy efficiency and safety. - Replaced wooden pallets with reusable and recyclable plastic bins. - Introduced electric screwdrivers to enhance safety and productivity. - Adopted laser/Vertical Machining Center cutting technologies to reduce power consumption and improve workplace safety. - Upgraded material handling and packaging through auto stackers etc. - Installed High-Volume, Low-Speed and high-flow fans to improve shop-floor ventilation and worker comfort. - Installed rooftop solar panels to generate clean and renewable energy.

- Does the entity have procedures in place for sustainable sourcing? (Yes/No):** Yes.
 - If yes, what percentage of inputs were sourced sustainably?** 45.6%.
- 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.** Your Company complies with Extended Producer Responsibility (EPR) requirements for disposal of Plastic Waste. E-waste and hazardous waste are disposed of through authorised agencies, and aluminium scrap is recycled. Under the "Cashback" scheme, implemented through dealers and select online platforms, consumers are offered a rebate on the purchase of new Hawkins products upon return of old pots and pans. This initiative encourages customers to return obsolete products, enabling their safe collection and disposal.
- 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 (PCBs)? If not, provide steps taken to address the same.** Yes. The waste collection plan is aligned with the guidelines prescribed by the Pollution Control Boards (PCBs).

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains**Essential Indicators****1. a. Details of measures for the well-being of employees:**

%age of Employees Covered											
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefit		Paternity Benefit		Day Care facilities	
		Number (B)	%age (B/A)	Number (C)	%age (C/A)	Number (D)	%age (D/A)	Number (E)	%age (E/A)	Number (F)	%age (F/A)
Permanent Employees											
Male	290	290	100%	–	–	NA	NA	–	–	157	54%
Female	50	50	100%	–	–	50	100%	NA	NA	25	50%
Total	340	340	100%	–	–	50	15%	–	–	182	54%
Other than Permanent Employees											
Male	161	161	100%	–	–	NA	NA	–	–	–	–
Female	50	50	100%	–	–	50	100%	NA	NA	–	–
Total	211	211	100%	–	–	50	24%	–	–	–	–

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

	Total (A)	Health Insurance		Accident Insurance		Maternity Benefit		Paternity Benefit		Day Care facilities	
		Number (B)	%age (B/A)	Number (C)	%age (C/A)	Number (D)	%age (D/A)	Number (E)	%age (E/A)	Number (F)	%age (F/A)
Permanent Workers											
Male	237	84	35%	–	–	NA	NA	–	–	–	–
Female	–	–	–	–	–	–	–	NA	NA	–	–
Total	237	84	35%	–	–	–	–	–	–	–	–
Other than Permanent Workers											
Male	1708	–	–	–	–	NA	NA	–	–	21	1%
Female	11	–	–	–	–	11	100%	NA	NA	10	91%
Total	1709	–	–	–	–	11	1%	–	–	31	2%

Note: All factory locations have well-staffed and well-equipped ambulance rooms or access to nearby ESI hospitals. Creche facilities are provided wherever applicable.

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent):

	FY 2025-26	FY 2024-25
Cost incurred on well-being measures as a % of total revenue of the Company	0.42%	0.41%

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

Benefit	FY 2025-26			FY 2024-25		
	No. of Employees covered as a % of total employees*	No. of Workers covered as a % of total Workers*	Deducted and deposited with authority (Y/N/N.A.)	No. of Employees covered as a % of total employees*	No. of Workers covered as a % of total Workers*	Deducted and deposited with authority (Y/N/N.A.)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	64%	Yes	100%	55%	Yes
ESI	–	89%	Yes	–	86%	Yes

* All eligible employees and workers are covered under statutory benefits.

3. Accessibility of workplaces:

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

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. Your Company has an Equal Opportunity Policy in place, available at the website at <https://www.hawkinscookers.com/download/EqualOpportunityPolicy.pdf>.

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

	Permanent Employees		Permanent Workers	
Gender	Return to Work Rate	Retention Rate	Return to Work Rate	Retention Rate
Male	–	–	–	–
Female	100%	100%	–	–
Total	100%	100%	–	–

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

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	Yes. Grievances are addressed through the normal chain of command, the Vigil Mechanism/Whistle Blower Policy, the Policy on Prevention of Sexual Harassment at the Workplace, town halls and regular meetings between management and union committee members. Complaint and suggestion boxes are also placed at all plants.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2025-26			FY 2024-25		
	Total Employees/Workers in respective category* (A)	No. of Employees/Workers who are part of association(s) or Union (B)	% (B/A)	Total Employees/Workers in respective category* (C)	No. of Employees/Workers who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	4	3	75%	7	6	86%
Male	4	3	75%	7	6	86%
Female	–	–	–	–	–	–
Total Permanent Workers	237	237	100%	259	259	100%
Male	237	237	100%	259	259	100%
Female	–	–	–	–	–	–

* The employees and workers count includes only those eligible for membership.

8. Details of training given to employees and workers:

Category	FY 2025-26					FY 2024-25				
	Total (A)	On Health and Safety measures		On Skill upgradation		Total (D)	On Health and Safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	451	201	45%	184	41%	386	171	44%	210	54%
Female	100	40	40%	23	23%	77	36	47%	24	31%
Total	551	241	44%	207	38%	463	207	45%	234	51%
Workers										
Male	1945	750	39%	558	29%	1446	1034	72%	834	58%
Female	11	1	9%	–	–	14	–	–	–	–
Total	1956	751	38%	558	29%	1460	1034	71%	834	57%

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	451	58	13%	386	271	70%
Female	100	12	12%	77	42	55%
Total	551	70	13%	463	313	68%
Workers						
Male	1945	237	12%	1446	259	18%
Female	11	–	–	14	–	–
Total	1956	237	12%	1460	259	18%

Business Responsibility & Sustainability Report (Continued)

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, across all locations.

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

- i. Machines are equipped with safety guards, photo cells and interlocks wherever applicable.
- ii. New machines are procured only with built-in safety features without exception.
- iii. Safety Committees at each plant meet regularly to review and improve safety measures.
- iv. Factory and shop managers conduct daily floor rounds to identify and mitigate risks.
- v. Internal and third-party safety audits are conducted periodically.
- vi. Daily safety checks are carried out by Welfare Officers; weekly inspections of safety switches and limit switches are done by the Maintenance Team, supported by continuous monitoring by line supervisors.
- vii. Senior management undertakes periodic factory visits to review safety systems and improvements.
- viii. Awareness and training sessions are conducted across all locations periodically.
- ix. First aid training sessions are conducted periodically for employees across all locations.

c. **Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)** Yes. Your Company follows the Hazard Identification and Risk Assessment (HIRA) System. Workers are encouraged to report work-related hazards and potential risks and are members of each plant's Safety Committee.

d. **Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (Yes/No)** Yes. All factory locations have well-staffed and well-equipped ambulance rooms or access to nearby ESI & other hospitals for medical assistance, both occupational and non-occupational. In addition, all employees and workers are covered under the Company's medical benefits or applicable insurance policies.

11. Details of safety related incidents (including the contractual workforce):

Safety Incident/Number	Category	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	–	–
	Workers	–	0.9
Total recordable work-related injuries (per one million-person hours worked)	Employees	–	–
	Workers	–	1
No. of fatalities	Employees	–	–
	Workers	–	–
No. of high consequence work-related injury or ill-health (excluding fatalities)	Employees	–	–
	Workers	–	–

12. **Describe the measures taken by the entity to ensure a safe and healthy work place.** The Company has implemented multiple measures, including:

1. Safety Committees at all plants meet regularly to enhance workplace safety.
2. Plant managers and senior personnel conduct regular inspections to identify risks and recommend improvements.
3. Workers undergo health check-ups as per statutory guidance.
4. Personal Protective Equipment (PPE) supplied.
5. Periodic cleaning of HVAC (Heating, Ventilation & Air Conditioning) ducts.
6. Fire alarms, fire extinguishers set up across all locations.
7. On-site emergency plans in place to mitigate work related hazards.
8. First-aid facilities are available at all locations.
9. Ambulance services, supported by dedicated drivers, are available round the clock to ensure prompt emergency response.
10. Each factory has either a designated ambulance room, and a qualified medical practitioner is available on-site to provide timely medical care or access to a close by hospital.
11. Safety railings have been installed on all rooftops to prevent falls.
12. Safe Working Load (SWL) signage is prominently displayed on all factory lifts.
13. Only authorised workers are permitted to operate machines.

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

	FY 2025-26			FY 2024-25		
	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 condition	16	–	–	4	1	Since Resolved
Health & safety	9	1	Since Resolved	8	4	Since Resolved

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety	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 & safety practices and working conditions. The Safety Committees review potential safety hazards and safety-related incidents and recommend the actions to be taken. Action Taken Report is prepared for assessment and review, and corrective actions are cascaded through the organisation.

1. The layout of the anodizing shop floor has been modified to enhance operational safety. Acid-resistant flooring has been installed in anodizing areas.
2. ETP and STP areas have been barricaded to prevent unauthorised access.
3. Gas leak detectors have been installed in canteen kitchens and Quality Control (QC) Lab.
4. A 2280 LPM fire pump has been installed in the fire pump room in accordance with National Building Code (NBC) guidelines.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

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

Key external and internal stakeholders are identified basis their importance and impact on the business, both upstream and downstream.

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

Stakeholders Group	Whether identified as Vulnerable and Marginalized Group*	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Email, telephone, mass media (newspaper, television, website, digital and social media).	As required	Feedback on products, query resolutions, new product development, offers.
Value Chain Partners (including Dealers and Suppliers)	No	Email, telephone, in-person and virtual meetings, conferences, apps, intranet and virtual communications.	As required	Query and grievance redressal on supply chain management, market intelligence and learning.
Employees and Workers	No	Email, telephone, in-person and virtual meetings, notice board, intranet and town halls.	As required	Training and assistance programs, resolution of issues and performance against plans.
Investors (including shareholders)	No	Email, website, in-person and virtual meetings, Annual Report.	As required	Business Performance, Research and Development, statutory, regulatory, dividend and general updates.
Government and Regulatory Authorities	No	Website, emails, filings and meetings.	As required	Compliances, legal approvals and dispute resolution.
Communities	No	Meetings and focussed group discussions.	As required	Consumer insights, Product ideas, Queries and grievance redressal, product promotion and employment opportunities.

* While 'No' is marked above as the stakeholder groups are not Vulnerable and Marginalised in their entirety, some part of these groups will have Vulnerable and Marginalised members, and we support such members where possible with suitable programs.

PRINCIPLE 5: Businesses should respect and promote human rights**Essential Indicators****1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity:**

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	340	183	54%	313	204	65%
Other than Permanent	211	–	–	150	–	–
Total Employees	551	183	33%	463	204	44%
Workers						
Permanent	237	7	3%	259	8	3%
Other than Permanent	1719	535	31%	1460	771	53%
Total Workers	1956	542	28%	1719	779	45%

2. Details of minimum wages paid to employees and workers, in the following format: Your Company provides more than the statutory minimum wage to all employees and workers.

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	340	–	–	340	100%	313	–	–	313	100%
Male	290	–	–	290	100%	271	–	–	271	100%
Female	50	–	–	50	100%	42	–	–	42	100%
Other than Permanent	211	–	–	211	100%	150	–	–	150	100%
Male	161	–	–	161	100%	115	–	–	115	100%
Female	50	–	–	50	100%	35	–	–	35	100%
Workers										
Permanent	237	–	–	237	100%	259	–	–	259	100%
Male	237	–	–	237	100%	259	–	–	259	100%
Female	–	–	–	–	–	–	–	–	–	–
Other than Permanent	1719	–	–	1719	100%	1460	–	–	1460	100%
Male	1708	–	–	1708	100%	1446	–	–	1446	100%
Female	11	–	–	11	100%	14	–	–	14	100%

3. Details of remuneration/salary/wages:**a. Median remuneration/wages**

	Male		Female	
	No.	Median remuneration/ salary/wages (In Rs. Lakhs)	No.	Median remuneration/ salary/wages (In Rs. Lakhs)
Board of Directors (BoD)*	4	453.48	–	–
Key Managerial Persons (KMP)**	5	301.66	–	–
Employees other than BoD and KMP#	285	10.69	50	9.55
Workers#	237	6.42	–	–

* Only Wholtime Directors are considered.

** Includes four Wholtime Directors.

Only Permanent are considered.

b. Gross wages paid to females as % of total wages paid by the entity.

	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages [#]	5.5%	5.1%

[#] Only Permanent are considered.

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 Personnel Department is responsible for addressing such human rights impacts or issues.
5. **Describe the internal mechanisms in place to redress grievances related to human rights issues.** Grievances related to human rights issues are addressed through

multiple internal mechanisms, including the normal chain of command, town halls, an open-door escalation policy, the Vigil Mechanism/Whistle Blower Policy, the Business Responsibility and Sustainability Policy, the Value Chain Partners Code of Conduct, and regular meetings between management and union committee members.

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

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	-	-	-	-	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/ Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other Human rights related issues	-	-	-	-	-	-

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

	FY 2025-26	FY 2024-25
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	-	-
Complaints on POSH as a % of female employees/workers	-	-
Complaints on POSH upheld	-	-

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases. The Equal Opportunity Policy, POSH Policy and Business Responsibility and Sustainability Policy prohibit discrimination and harassment. In addition, the Vigil Mechanism/Whistle Blower Policy and the Value Chain Partners Code of Conduct safeguard complainants against any adverse consequences. Any individual who raises a concern in good faith is protected from retaliation, even if the complaint is subsequently found to be unsubstantiated.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No) Yes. The Company's business agreements and contracts include, where relevant, clauses requiring compliance with applicable laws and regulatory requirements, including human rights provisions. The Value Chain Partners Code of Conduct has been circulated to all value chain partners to ensure adherence to applicable laws, including human rights requirements.

Business Responsibility & Sustainability Report (Continued)

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100%
Forced/Involuntary Labour	100%
Sexual Harassment	100%
Discrimination at Workplace	100%
Wages	100%

11. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 10 above: There were no significant risks/concerns.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity:

Parameter (Giga Joules/GJ)	FY 2025-26	FY 2024-25
From renewable sources		
Total electricity consumption (A)	48.4	53.3
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	48.4	53.3
From non-renewable sources		
Total electricity consumption (D)	53098.6	52993.3
Total fuel consumption (E)	3182.2	2503.1
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	56280.8	55496.4
Total energy consumed (A+B+C+D+E+F)	56329.2	55549.7
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations)	0.000004	0.000005
Energy intensity per rupee of turnover adjusted for Purchasing power parity (Total energy consumed/Revenue from operations adjusted for PPP)	0.000004	0.000005
Energy intensity in terms of physical output	0.01	0.01
Energy intensity (Total energy consumed/Rs. Crore turnover)	44.95	49.78

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of 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). No.

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: Not applicable.

Business Responsibility & Sustainability Report (Continued)

3. Provide details of following disclosures related to water:

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	–	–
(ii) Groundwater	68026	67341
(iii) Third party water	964	5790
(iv) Seawater/desalinated water	–	–
(v) Others	–	–
Total volume of water withdrawal (in kilolitres) (i+ii+iii+iv+v)	68990	73131
Total water consumption (in kilolitres)	35913	38137
Water intensity per rupee of turnover (Total water consumption/Revenue from operations)	0.000003	0.000003
Water intensity per rupee of turnover adjusted for Purchasing power parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)	0.000003	0.000003
Water intensity in terms of physical output	0.004	0.004
Water intensity (Total water consumption/Rs. Crore turnover)	28.6	34.1

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 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	–	–
- With treatment – please specify the level of treatment	–	–
(ii) To Ground water		
- No treatment	–	–
- With treatment – please specify the level of treatment	–	–
(iii) To Seawater		
- No treatment	–	–
- With treatment – please specify the level of treatment	–	–
(iv) Sent to third parties		
- No treatment	–	–
- With treatment – please specify the level of treatment	–	–
(v) Others		
- No treatment	119	94
- With treatment – ETP, STP (Tertiary Level)	32958	34900
Total water discharged (in kilolitres)	33077	34994

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of external agency. No.

5. **Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.** Yes. Zero Liquid Discharge (ZLD) has been implemented at Thane plant. Effluent Treatment Plants (ETPs) and Sewage Treatment Plants (STPs) are operational at all manufacturing locations. Treated water is recycled and reused for gardening, cooling towers and toilet flushing.
6. **Please provide details of air emissions (other than GHG emissions) by the entity:**

Parameter	Unit	FY 2025-26	FY 2024-25
NOx	mg/m3	46.1	36.8
SOx	mg/m3	53.6	49.3
Particulate Matter (PM)	mg/m3	50.5	37.8
Persistent Organic Pollutants (POP)	mg/m3	–	–
Volatile Organic Compounds (VOC)	mg/m3	–	–
Hazardous Air Pollutants (HAP)	mg/m3	8.9	12.4
Others - Carbon Emissions	mg/m3	195.8	199.7

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Yes, Thane Plant – Sadekar Enviro Engineers Pvt. Ltd., Hoshiarpur Plant – Eco Paryavarana Labs, Jaunpur & Sathariya Plant – Evergreen Enviro Testing LLP (All three are NABL accredited labs).

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity:

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	2097.7	2546.8
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)		10439.1	9278.2
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)		0.000001	0.000001
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)		0.000001	0.000001
Total Scope 1 and Scope 2 emission intensity in terms of physical output		0.001	0.001
Total Scope 1 and Scope 2 emission intensity (Total Scope 1 and Scope 2 GHG emissions/ Rs. Crore Turnover)		10.0	10.6

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 (GHG) emission? If Yes, then provide details.** Yes. Continued use of Retrofit Emission Control Devices (RECD) on all diesel generator sets to reduce particulate matter emissions. Renewable energy systems, including solar panels, are installed at factory locations. Energy-efficient LED lighting and BLDC fans are also in use. In addition, tree plantation activities are undertaken in the vicinity of the factories.

9. **Provide details related to waste management by the entity:**

Parameter	FY 2025-26	FY 2024-25
Total Waste generated (in metric tonnes)		
Plastic waste (A)	14.6	18.4
E-waste (B)	1.2	1.5
Bio-medical waste (C)	0.02	–
Construction and demolition waste (D)	235.4	212.6
Battery waste (E)	0.7	–
Radioactive waste (F)	–	–
Other Hazardous waste (process waste, residue, sludge etc.) (G)	108.5	96.0
Other Non-hazardous waste generated Please specify, if any. (H) (Break-up by composition i.e. by materials relevant to the sector)	755.4	467.0
Total (A+B+C+D+E+F+G+H)	1115.8	795.5
Waste intensity per rupee of turnover (Total waste generated/ Revenue from operations)	0.00000009	0.00000007
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/ Revenue from operations adjusted for PPP)	0.00000009	0.00000007
Waste intensity in terms of physical output	0.0001	0.0001
Waste intensity (Total waste generated/Rs. Crore Turnover)	0.89	0.71
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	–	–
(ii) Re-used	–	–
(iii) Other recovery operations	–	–
Total	–	–
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	1.2	–
(ii) Landfilling	355.1	325.0
(iii) Other disposal operations	759.5	470.5
Total	1115.8	795.5

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.** Your Company follows 3R (Reduce, Reuse and Recycle) Waste Management approach which is explicit from the following:

1. Sewage from toilets and canteens is treated in Sewage Treatment Plants (STPs) using the Moving Bed Biofilm Reactor (MBBR) process.
 2. Effluents from manufacturing processes are treated in Effluent Treatment Plants (ETPs).
 3. Sludge generated is disposed of through government-approved waste management agencies.
 4. Plastic packaging is reduced wherever possible.
 5. Treated water is re-used for various activities such as gardening, flushing in toilets and cooling towers.
 6. 100% biodegradable plastic garbage bags are used.
 7. Paper and printing consumption is reduced by digitising processes.
 8. Jumbo bags, carbon cartons and process waste is reused.
 9. Recyclable packaging is used. We have banned single use plastic material at all locations.
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:** Not applicable.
12. **Details of Environmental Impact Assessments (EIA) of projects undertaken by the entity based on applicable laws, in the current financial year:** Not applicable.
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):** Yes.

Leadership Indicators

1. **Please provide details of total Scope 3 emissions & its intensity, in the following format:**

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	3830.5	2720.0
Total Scope 3 emissions per rupee of turnover		0.00000003	0.00000002
Total Scope 3 emission intensity (Total Scope 3 emissions per Rs. Crore Turnover)		3.05	2.44

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.

Business Responsibility & Sustainability Report (Continued)

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

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

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	Engineering Export Promotion Council	International
2	Trade Promotion Council of India	International
3	Advertising Standards Council of India	National
4	All India Pressure Cooker Industries Association	National
5	Bombay Chamber of Commerce	National
6	Indian Society of Advertisers	National
7	Media Research Users Council	National
8	Eastern U.P. Chamber of Commerce and Industry	State
9	Thane Manufacturers' Association	State
10	The Hoshiarpur Distt. Industrial Development Association	State

2. **Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.** No adverse order.

Leadership Indicators

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

S. N.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others)	Web Link, if available
1.	Advocated use of pressure cookers to save fuel for the nation including cooking gas, save money, and save water.	Campaigns were conducted across social and print media.	Yes	Annually	https://www.save-with-pressure-cookers.com/

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.** No SIA needed as per applicable laws.
2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:** Not applicable.
3. **Describe the mechanisms to receive and redress grievances of the community.** The Company receives community grievances through enquiry@hawkinscookers.com, available on website and cs@hawkins.in, printed on all product cartons. Any grievances are dealt with suitably by the appropriate Company officials.
4. **Percentage of input material sourced from suppliers:**

	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/small producers	37%	39%
Directly from within the State	92%	93%

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

Location	FY 2025-26	FY 2024-25
Rural	–	–
Urban	14%	16%
Semi-urban	24%	24%
Metropolitan	62%	60%

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

Essential Indicators

1. **Describe the mechanisms in place to receive and respond to consumer complaints and feedback.** Your Company has a wide network of 927 Company-trained and authorised service centres, whose service performance is periodically assessed. Feedback is systematically obtained from customers who receive service to evaluate their satisfaction with the quality of service and service providers. Consumers can also contact the Company via email or phone for assistance, with queries handled by the Consumer Service team. The email ID and contact number are provided on each product carton and are also available on the Company's website.

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

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

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

	FY 2025-26		Remarks	FY 2024-25		Remarks
	Received during the year	Pending Resolution at the end of the year		Received during the year	Pending Resolution at the end of the year	
Data Privacy	–	–	–	–	–	–
Advertising	–	–	–	–	–	–
Cyber-security	–	–	–	–	–	–
Delivery of essential services	–	–	–	–	–	–
Restrictive Trade Practices	–	–	–	–	–	–
Unfair Trade Practices	–	–	–	–	–	–

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

	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.**

Yes. The privacy policy is available on website at <https://www.hawkinscookers.com/PrivacyPolicy.html>. In addition, an internal IT Policy covering user access administration and cyber security risk controls has been circulated to employees.

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.** Your Company regularly assesses and strengthens its cyber security based on internal and expert assessment, taking into account the latest developments in the field.

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

- Number of instances of data breaches.** None.
- Percentage of data breaches involving personally identifiable information of customers.** None.
- Impact, if any, of the data breaches.** Not Applicable.