Business Responsibility & Sustainability Report

BRSR OVERVIEW

Section A: General Disclosures

Section B: Management and Process Disclosures

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

Principle 2 Businesses should provide goods and services in a manner that is sustainable and safe

Principle 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

Principle 4 Businesses should respect the interests of and be responsive to all their stakeholders

Principle 5 Businesses should respect and promote human rights

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

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

Principle 8 Businesses should promote inclusive growth and equitable development

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

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	**Corporate Identity Number (CIN) of the Listed Entity**	L74999WB2017PLC222970
2	**Name of the Listed Entity**	Hindware Home Innovation Limited
3	**Year of incorporation**	2017
4	**Registered office address**	2 Red Cross Place, Kolkata - 700 001, West Bengal
5	**Corporate address**	Unit No. 201, 2nd floor, Park Centra, Sector-30, NH-8 Gurugram, Harayana-122001
6	**E-mail**	investors@hindwarehomes.com
7	**Telephone**	91-124-4779200
8	**Website**	www.hindwarehomes.com
9	**Financial year for which reporting is being done**	1 April 2024 – 31 March 2025
10	**Name of the Stock Exchange(s) where shares are listed**	National Stock Exchange of India Limited (NSE) and BSE Limited (BSE)
11	**Paid-up Capital**	₹1,672.93 Lakhs
12	**Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report**	Mr. Sandip Somany, Chairman and Non-Executive Director, +91 33 22487407
13	**Reporting boundary**	Disclosures under this report are made on a standalone basis for Hindware Home Innovation Limited unless otherwise specified
14	**Name of assurance provider**	NA
15	**Type of assurance obtained**	NA

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 of the entity
1	Consumer Appliances	Kitchen appliances, Air coolers, Electronic Household goods and other household appliances	100 %

Note: Retail Business has been discontinued in the reported year.

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	Kitchen appliances (chimneys, hobs, cooktops, sinks)	47593	71.38%
2	Air coolers (Desert and personal air coolers)	47594	22.84%
3	Electronic Household Goods and other household appliances (Fans -ceiling and portable fans)	47599	5.78%

Note: The above percentage contribution to Total Turnover for products/services are based on the net sales.

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	-	18	18
International	-	-	-

19. Markets served by the entity:

a) Number of locations

Locations	Number
National (No. of States)	28
International (No. of Countries)	3

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

Revenue from operations	1.94 Crores
Contribution of exports	0.56%

c) A brief on types of customers

Hindware Home Innovation Limited (HHIL) serves a wide spectrum of customers, encompassing a diverse array of individuals and entities seeking innovative and high-quality home solutions. These customers span various segments, including but not limited to the following:

1. Brand Stores: HHIL engages with brand stores, which are established retail outlets specialising in showcasing and selling a curated selection of Hindware's cutting-edge consumer appliances. These brand stores act as exclusive destinations where customers can explore and purchase a comprehensive range of home innovation products designed to elevate their living spaces.

2. Retailers: HHIL collaborates with retailers, who are key intermediaries bridging the gap between the manufacturer and the end consumers. These retailers encompass a wide network of outlets, both physical and online, that feature Hindware's products. By partnering with retailers, HHIL ensures that its innovative home solutions are easily accessible to a broad audience, enabling customers to integrate the latest advancements into their homes.

3. Distributors: The distribution network plays a crucial role in HHIL's outreach strategy. Distributors, acting as pivotal nodes within the supply chain, facilitate the efficient movement of Hindware's consumer appliances from manufacturing hubs to various retail points. By engaging with distributors, HHIL ensures widespread availability and seamless access to its home innovations, enhancing the convenience for customers to acquire these state-of-the-art solutions.

IV. Employees

20. Details as at the 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)	284	273	96.13%	11	3.87%
2.	Other than Permanent (E)	207	189	91.30%	18	8.70%
3.	**Total employees (D + E)**	**491**	**462**	**94.09%**	**29**	**5.91%**
WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	6	6	100%	-	-
6.	**Total workers (F + G)**	**6**	**6**	**100%**	**-**	**-**

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)**	**-**	**-**	**-**	**-**	**-**

21. Participation/ Inclusion/ Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	6	1	16.67%
Key Management personnel	2	1	50%

22. Turnover rate for permanent employees and workers

	FY 2024-25 (Turnover rate in current FY)			FY 2023-24 (Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	86%	45%	85%	63%	1%	63%	37%	27%	39%
Permanent Workers	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

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

23. (a) Names of holding/ subsidiary/ associate companies/ joint ventures

S. No.	Name of the holding / Subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Hindware Limited	Subsidiary	98.6	Yes
2	Evok Homes Private Limited	Subsidiary	100	Yes
3	HHIL Limited (Incorporated on 4 March 2025)	Subsidiary	100	Yes
4	Halis International Limited	Subsidiary of Hindware Limited	98.6	No
5	Hintastica Private Limited	Joint Venture	50	No
6	Truflo Pipes Limited	Subsidiary of Hindware Limited	98.6	No
7	Queo Bathroom Innovations Limited UK	Subsidiary of Halis International Limited	98.6	No

VI. CSR

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Not Applicable

(ii) Turnover (in ₹) - 34,578.49 lakhs

(iii) Net worth (in ₹) - 29,301.68 lakhs

VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress Policy)	FY 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	-	-	-	-	-	-	-
Investors (other than shareholders)	For Investor's grievances and queries, HHIL has a separate E-mail ID investors@hindwarehomes.com	-	-	-	-	-	-
Shareholders		8	0	-	2	0	-
Employees and workers	Employees and workers - For any violation of the policy and grievances, HHIL has a separate mail id: shilsuggestion@hindware.co.in; Employees can also submit a written complaint to the designated HR SPOC	-	-	-	-	-	-
Customers	Customers - HHIL has a standalone policy on customer value Policy on Customer Value and Customers can also raise enquiry related to their concerns on wecare@hindware.com	8,253	37	Working on pending complaints towards closure	11,265	232	-
Value Chain Partners	The Company's website has a dedicated section for value chain partners to raise their concerns or complaints.	-	-	-	-	-	-

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

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 case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Emission Reduction and Energy Management	Opportunity	Processes and Systems are in place to ensure maximum energy efficiency, and this will be continuously improved		Positive – Any cost put into improving the energy management system will fetch positive outcomes and reduced costs in the long run
2	Human Capital Development (Employee well-being, learning, and development, Diversity & Inclusion)	Opportunity	A skilled and trained workforce is an asset to our Company. Trained employees perform their tasks more efficiently, in reduced time and injuries		Positive - Measures taken to train and retain these employees, aid in decreased hiring and training costs, increased productivity, reduction in quality issues, and ensure our continued success and build brand value
3	Corporate Governance (Code of Conduct, Business Ethics, Board Management, Tax Transparency, Policy Influence)	Opportunity	To build upon our organizational strategy for championing success		Positive - In transforming our business and leveling it up
4	Product Quality and Safety	Opportunity	Ensuring product safety & quality is extremely crucial for the business to continue to deliver best in- class services and avoid loss of business		Positive- Enhanced revenue and profits
5	Waste Management	Opportunity	Initiatives and opportunities to reduce plastic and paper in the office premises which result in minimizing environmental damage		Positive – Enhance our waste segregation and collection methods to optimize the overall efficiency of the procedure
6	Customer Relationship Management	Opportunity	This gives us an opportunity to be the leader in this segment by being the preferred choice for all our customers across different business segments. Our endeavors are aligned towards achieving customer delight and satisfaction and we shall continue using this as an excellent opportunity for business leadership and growth		A positive brand image and a strong recall value amongst consumers will help in being the platform of choice
7	Supply Chain Management	Opportunity	Since fleet is a major part of our business, introducing sustainable transport can help HHIL lead the industry as a conscious and responsible business. This environmental stewardship effort will reduce carbon footprint		Positive - This will have a significant impact on energy efficiency and will help us to reduce our scope 3 emissions through delivery

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	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	The company's policies are available at: https://www.hindwarehomes.com/pdf/Business%20Responsibility%20Policies.pdf								
2. Whether the entity has translated the policy into procedures. (Yes/No)	HHIL has developed policies based on National Voluntary Guidelines on Social, Environmental, and Economic Responsibilities of Business released by the Ministry of Corporate Affairs								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/ certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001:2015 – Quality Management System								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The company is in the process of defining specific goals to improve its ESG framework which the management will periodically review.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The goals and targets are currently in the process of being finalized, and as a result, the assessment of performance will be documented in the upcoming years.								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	At HHIL, we acknowledge the vital role that Environmental, Social, and Governance (ESG) factors play in promoting sustainable business practices. In line with our commitment to responsible operations, we have incorporated ESG considerations into our strategy and daily activities. Our primary ESG challenges include lowering our carbon footprint and reducing our environmental impact. We have established ambitious goals to cut greenhouse gas emissions by investing in energy-efficient technologies and exploring the use of recycled materials. Social responsibility is central to our mission—we foster an inclusive workplace, prioritize employee well-being, and adhere to fair labor practices. Our governance policies uphold high ethical standards, transparency, and accountability. We actively engage with stakeholders, align with international standards, and strive for long-term sustainability.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Mr. Sandip Somany Designation: Chairman and Non-Executive Director DIN: 00053597								
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.	Our Risk Management Committee at HHIL also oversees ESG and sustainability-related issues. The Committee is authorized to develop policies, execute strategies and make all relevant decisions to guide the organization towards fair, compassionate, and responsible business practices.								

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 – please specify)									
	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	Yes, it is standard procedure for the Company to review its policies as and when required. The effectiveness of the policies is examined during this assessment and any necessary adjustments to the policies and processes are put into place.																		
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
						No				

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)	Not Applicable								
The entity is not at a stage where it is 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)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

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. The information sought is categorized as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

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

Essential Indicators

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

Segment	Total number of training and awareness programme held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	1	SEBI (Listing Obligations and Disclosure Requirements) (Third Amendment) Regulations, 2024	100%
Key Managerial Personnel	1		100%
Employees other than BoD and KMPs	10	HHIL conducts several trainings including Cybersecurity awareness, Ownership of processes among other trainings	100%
Workers[1]	NA	NA	NA

Note:

1. HHIL operates as a retailer, specializing in the sale of manufactured products only, and as part of our business model, we do not employ any permanent workers.

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 regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of Case	Has an Appeal been preferred? (Yes/No)
Penalty/Fine	NIL				
Settlement					
Compounding Fee					

	Non-Monetary				
	NGRBC Principle	Name of regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of Case	Has an Appeal been preferred? (Yes/No)
Imprisonment			NIL		
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 institutions
NIL	

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.

HHIL's Anti-Corruption and Anti-Bribery policy is encompassed within the Vigil Mechanism/Whistle-blower Policy, providing a formal channel for Company's Directors, employees, and external stakeholders to report unethical behavior, suspected fraud, or any violations of the Company's Code of Conduct. The Company upholds a firm stance against bribery and corruption as outlined in the Anti-Bribery and Anti-Corruption Policy, which enforces severe repercussions for anyone found guilty of unethical conduct. This policy applies to all employees throughout the Company, including its subsidiaries and joint ventures. Additional information on the policy can be found here.

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

Particulars	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Directors	NIL		NIL	
KMPs	NIL		NIL	
Employees	NIL		NIL	
Workers	NIL		NIL	

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

Particulars	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	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.

Not Applicable, since there were no fines, penalties, or action taken by regulators, law enforcement agencies or judicial institutions on cases of corruption and conflict of interest.

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

Particulars	FY 2024-25	FY 2023-24
Number of days of accounts payables	91.24	95.03

9. Open-ness of business

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a) Purchase from trading houses as % of total purchases	NA	NA
	b) Number of trading houses where purchases are made from		
	c) Purchase from top 10 trading houses as % of total purchases from trading house		
Concentration of Sales	a) Sales to dealers/ distributors as % of total Sales	65%	69%
	b) Number of dealers/ distributors to whom sales are made.	956	1120
	c) Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	21%	22%
Share of RPTs	a) Purchases (Purchases from Related parties/Total purchases)	As per note to accounts no. 46 in Standalone financial statements	
	b) Sales (Sales to related parties/Total Sales)		
	c) Loans and advances (Loans and advances given to related parties/ Total loans and 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

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

Particulars	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	23%	27%	• BLDC Fans with Low power consumption. • BLDC Chimney with higher suction and low power consumption. • 50% of the Investment is only considered as the tools will be utilised for both BLDC and Induction Fans • Also, the Parts/ Product used for the development of these products in considered
Capex	9.7%	31%	

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

At HHIL, we understand the significance of sustainable sourcing in today's evolving business environment. Although we currently lack specific procedures for sustainable sourcing, we are dedicated to actively developing policies and processes to establish a sustainable sourcing program.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

HHIL is currently working on establishing procedures for the safe reclamation of our products, aiming to design and develop a robust mechanism that will enable us to efficiently reclaim them, ensuring they are reused, recycled, or disposed of properly at the end of their lifecycle.

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

Yes, EPR is applicable to HHIL business activities. HHIL holds an importer EPR license. HHIL has aligned its waste collection plans with respect to EPR guidelines, which include the following components:

- Setting up collection infrastructure
- Awareness programmes
- Tie-ups with waste management agencies
- Reporting and compliance

PRINCIPLE 3 **Businesses should respect and promote the well-being of all employees, including those in their value chains**

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	273	273	100%	273	100%	NA	NA	273	100%	NIL	NIL
Female	11	11	100%	11	100%	11	100%	NA	NA	NIL	NIL
Total	**284**	**284**	**100%**	**284**	**100%**	**11**	**4%**	**273**	**96%**	**NIL**	**NIL**
Other than Permanent employees											
Male	189	189	100%	189	100%						
Female	18	18	100%	18	100%			NIL			
Total	**207**	**207**	**100%**	**207**	**100%**						

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male											
Female					Not applicable						
Total											
Other than Permanent workers											
Male	6	6	100%	6	100%						
Female	-	-	-	-	-			Not applicable			
Total	**6**	**6**	**100%**	**6**	**100%**						

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

	FY 2024-25	FY 2023-24
Cost incurred on well- being measures as a % of total revenue of the Company	0.13%	0.10%

2. Details of retirement benefits, for Current FY and Previous FY.

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of Total employees	No. of workers covered as a % of Total workers	Deducted and deposited with the authority (Y/ N/ N.A.)	No. of employees covered as a % of Total employees	No. of workers covered as a % of Total workers	Deducted and deposited with the authority (Y /N / N.A.)
PF	100%	NA	Yes	99.77%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	0%	NA	NA	0%	NA	NA

3. Accessibility of workplaces

Yes, HHIL's facilities are accessible to employees and workers with disabilities, in accordance with the Rights of Persons with Disabilities Act, 2016. We foster an inclusive workplace to support all employees, and to this end, we take all necessary measures to ensure our premises are equipped with amenities that enhance accessibility.

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, in accordance with HHIL's policy on Diversity and Equal opportunity, the Company is dedicated to ensuring and upholding equal prospects not only during the hiring process but also throughout the entire duration of employment, regardless of caste, creed, gender, race, religion, or disability. Our diversity and equal opportunity policy can be assessed here.

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	100%	100%	NA	NA
Female	100%	100%	NA	NA
Total	**100%**	**100%**	**NA**	**NA**

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

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	Yes, HHIL has implemented a grievance redressal mechanism for its workforce to voice and address their concerns. There is a dedicated email channel available to all employees for raising any complaints or issues. Stakeholder concerns are handled with the utmost confidentiality. HHIL encourages open and constructive dialogue between employees and management, without fear of retaliation, and has established formal processes for employees to report grievances. All issues are addressed and resolved in a timely manner to achieve mutual satisfaction. Employees who believe they have faced discrimination at HHIL based on age, religion, sex, gender, color, national origin, sexual orientation, or physical impairment can submit a written complaint to their designated HR SPOC. The Human Resources team ensures that complaints are managed promptly and fairly, while maintaining strict confidentiality and sensitivity.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2024-25			FY 2023-24		
	Total Employees/ workers in respective category (A)	No of employees/ workers in respective category, who are part of association(s) or unions (B	% (B/A)	Total Employees/ workers in respective category (C)	No of employees/ workers in respective category, who are part of association(s) or unions (D)	% (C/D)
Total Permanent Employees	Not applicable, as the Company has no recognized employee unions or associations.			Not applicable, as the Company has no recognized employee unions or associations.		
Male						
Female						
Total Permanent Workers	None, as HHIL operates as a retailer, specializing in the sale of manufactured products only, and as part of our business model, we do not employ any permanent workers.			None, as HHIL operates as a retailer, specializing in the sale of manufactured products only, and as part of our business model, we do not employ any permanent workers.		
Male						
Female						

8. Details of trainings given to employees

Category	FY 2024-25					FY 2023-24				
	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	273	273	100%	202	74%	383	383	100%	152	40%
Female	11	11	100%	7	64%	15	15	100%	15	100%
Total	**284**	**284**	**100%**	**209**	**74%**	**398**	**398**	**100%**	**167**	**42%**
Workers										
Male	NA									
Female										
Total										

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	273	273	100%	383	383	100%
Female	11	11	100%	15	15	100%
Total	**284**	**284**	**100%**	**398**	**398**	**100%**
Workers						
Male	NA			NA		
Female						
Total						

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 such system?

Yes, HHIL is dedicated to maintaining the highest health and safety standards throughout our operations. We have established a comprehensive health and safety system in all our offices nationwide. Each building is designed with safety in mind and is equipped with essential safety features, including fire detection systems, firefighting equipment, safe escape routes, designated assembly points, and emergency evacuation plans. Additionally, we conduct regular safety training for our workforce to foster a strong safety culture within the organization.

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

HHIL has identified potential work-related hazards and taken adequate steps related to mitigating those risks.

We have conducted a comprehensive Hazard Identification and Risk Assessment (HIRA) study to identify and assess risks associated with work-related hazards. HIRA process is followed to identify work-related hazards for all routine & non-routine activities. Based on the severity of risks, we take mitigation measures as per the hierarchy of risk controls such as engineering, administrative, and PPE controls, etc.

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

Yes, we have processes for employees to report work-related hazards.

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

Yes, HHIL is committed to creating an environment where employees' financial needs are addressed alongside their salaries. To support this, all employees are covered under either the Health Insurance Scheme offered by HHIL or the Employees State Insurance (ESI) scheme.

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

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	NA	NA
Total recordable work-related injuries	Employees	0	0
	Workers	NA	NA
No. of fatalities	Employees	0	0
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	NA	NA

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

HHIL places the utmost importance on the health, safety, and well-being of its employees. To uphold this commitment, we have implemented an Environmental, Health, and Safety (EHS) management system that focuses on hazard identification and risk assessment, safety audits, training, safe operating procedures, and an EHS Manual to promote a safe and healthy workplace. Additionally, we have launched health and safety training programs supplemented by preventive and corrective measures. This proactive approach will help us meet all essential requirements in the future

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

	FY 2024-25			FY 2023-24		
	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
Working Conditions	0			0		
Health & Safety						

14. Assessments for the year

	FY 2024-25 % of your plants and offices that were assessed (by entity or statutory authorities or third parties)	FY 2023-24 % of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%	100%
Working Conditions	100%	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.

At HHIL, we are actively implementing measures to foster continuous improvement in our health and safety practices. While we have maintained a workplace free from safety-related incidents, we have enhanced our internal procedures to mitigate any potential risks, including,

- Procedures for safety incident management including incident monitoring, investigation, and reporting
- Safety-related training and awareness generation
- Emergency response and preparedness including improvements in fire safety measures

Leadership Indicators

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

Yes. HHIL has life insurance policy for all permanent employees.

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

At HHIL - all the statutory dues are deducted as per applicable law and deposited with authorities in stipulated time on monthly basis.

3. Provide the number of employees/ workers having suffered high consequence work-related injury/ ill-health/ fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers			No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment		
	FY 2024-25	FY 2023-24	FY 2022-23	FY 2024-25	FY 2023-24	FY 2022-23
Employees	0	0	0	0	0	0
Workers	NA	NA	NA	NA	NA	NA

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

No

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.

HHIL has a systematic and iterative system in place to identify stakeholders who have an interest in or may be impacted by its activities. Key stakeholders have been identified as below:

A. Internal stakeholders- individuals within the organization who are part of critical functions, including Employees and Board Members

B. External stakeholders- individuals outside the organization, including vendors, suppliers, investors, regulators, NGOs, local communities, amongst others.

Once all stakeholders were identified, they were prioritized based on their level of influence on the business and the impact that the organization's activities have on them. This process helped determine the most critical stakeholders with whom the organization needed to engage more deeply.

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	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Board of Directors	No	Meetings, emails, and others	Quarterly & on need basis	Business enhancements, Governance, Fair business practices
Employees	No	E-mail, notice board, intranet	Regularly & on a need basis	Employee engagement activities, training, awareness, and welfare programs for health, safety, and well-being, learning development and upskilling
Community	No	Community meetings, pamphlets	Regularly & on a need basis	Need assessment, Development Program, and impacts, and opportunities for improvement
Suppliers	No	E-mail, website	Regularly & on a need basis	Ethical practices, business expectation and growth. Query and Grievance Redressal Vendor satisfaction
Investors	No	E-mail, SMS, advertisements, website, newspaper	Regularly & on a need basis	Business updates, Queries, Business Performance – financial and non-financial, Events & Activations (campaigns & announcements)
Shareholders	No	E-mail, advertisements, website, newspaper	Quarterly & on need basis	Annual General Meetings, Dividend updates, Business Performance, Sustainability announcements
Regulators	No	E-mail, correspondence, meetings	On need basis	Discussions on Statutory and Regulatory compliances regulations and their amendments, inspections, and regulatory approvals
Bankers	No	E-mail, meetings	On need basis	Discussion on Company Finance

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Auditors	No	E-mail, meetings	Quarterly & on need basis	Discussion on Company's financials, processes, and systems
Industrial Association	No	E-mail, Website, Seminars, Conferences	On need basis	Industry concerns related to health, environment, safety, inter-company product transfer, etc. Collaboration for commercialization of Technologies / Products or Joint Research, providing product / technology components, Complaints and grievance redressal

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 policies of the entity, in the following format:

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of Employees/ workers covered (B)	% (B / A)	Total (C)	No. of Employees/ workers covered (D)	% (D / C)
Employees						
Permanent	284	284	100%	398	398	100%
Other than permanent	207	207	100%	99	99	100%
Total Employees	**491**	**491**	**100%**	**497**	**497**	**100%**
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	6	6	100%	12	12	100%
Total Workers	**6**	**6**	**100%**	**12**	**12**	**100%**

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

Category	FY 2024-25					FY 2023-24				
	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										
Male	273	-	-	273	100%	383	-	-	383	100%
Female	11	-	-	11	100%	15	-	-	15	100%
Other than Permanent										
Male	189	-	-	189	100%	95	-	-	95	100%
Female	18	-	-	18	100%	4	-	-	4	100%
Workers										
Permanent										
Male	NA					NA				
Female										
Other than Permanent										
Male	6	6	100%	-	-	10	10	100%	-	-
Female	NA					2	2	100%	-	-

3. Details of remuneration/ salary/ wages

a) Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	5	4,30,000	1	2,60,000
Key Managerial Personnel	1	1,33,90,299	1	1,17,64,167
Employees other than BoD and KMP	273	8,74,066	11	8,71,387
Workers	-	-	-	-

*Ms. Anisha Motwani ceased to be an Independent Director of the Company w.e.f. 10 February 2025 upon completion of her tenure, hence her remuneration was not considered in the Median remuneration.

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

Details	FY 2024-25	FY 2023-24
Gross wages paid to females as a % of Total wages	5%	20.60%

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, all the issues pertaining to Human Rights are overseen by the respective HR head. The HR head oversees assessing reported concerns and ensuring that they are handled and corrected. They also suggest an appropriate resolution in consultation with Senior Management.

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

HHIL's Vigil Mechanism Policy establishes a framework for reporting and rectifying human rights violations. Additionally, an email address (shilsuggestion@hindware.co.in) is available for reporting grievances or complaints.

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

	FY 2024-25			FY 2023-24		
	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	NIL			NIL		
Discrimination at workplace						
Child Labour						
Forced Labour/Involuntary Labour						
Wages						
Other human rights related issues						

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

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on women at Workplace (Prevention and Redressal) Act, 2013 (POSH)	NIL	NIL
Complaints on Posh as a % of female employees/ workers	NIL	NIL
Complaints upheld on Posh Upheld	NIL	NIL

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

When addressing complaints within the grievance redressal system, every measure is taken to ensure a discreet investigation, aimed at preventing any adverse consequences. The entire process is conducted with the utmost confidentiality. To safeguard complainants from potential negative outcomes, the Company follows established procedures outlined in the grievance redressal process and adheres to the provisions of the POSH Act.

Through the grievance redressal mechanism, employees, workers, independent contractors, and suppliers can openly express concerns related to human rights without the fear of reprisal. All valid infractions are treated with gravity, and appropriate actions are taken accordingly. Depending on the severity of the issue, these actions may extend to terminating commercial agreements and employment contracts. HHIL's Vigil Mechanism Policy establishes a framework for reporting and rectifying human rights violations.

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

Yes, the Company's Human Rights Policy extends its applicability to encompass not only its business associates but also any other entities that engage directly with the Company as part of its business operations. This commitment underscores the Company's dedication to upholding fundamental human rights principles throughout its entire network of interactions and collaborations.

10. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	NIL
Forced/ Involuntary labour	NIL
Sexual harassment	NIL
Discrimination at workplace	NIL
Wages	NIL

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

Not Applicable

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

Essential Indicators

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

Parameter	Units	FY 2024-25	FY 2023-24
From renewable sources			
Total electricity consumption (A)	GJ	-	-
Total fuel consumption (B)	GJ	-	-
Energy consumption through other sources (C)	GJ	-	-
Total energy consumed from renewable sources (A+B+C)	**GJ**	**-**	**-**
From non-renewable sources			
Total electricity consumption (D)	GJ	698.53	1,348.34
Total fuel consumption	GJ	-	72.13
Energy consumption through other sources (F)	GJ	-	-
Total energy consumed from non-renewable sources (D+E+F)	**GJ**	**698.53**	**1420.47**
Total energy consumed (A+B+C+D+E+F)	**GJ**	**698.53**	**1420.47**
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	GJ/ ₹ Crore	2.02	3.19
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	GJ/ Int. Dollar Crore	41.733	71.53
Energy intensity in terms of physical Output		NA	NA

Note 1: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) – No

Note 2: The environmental disclosures made above report the impact of operations from our corporate office.

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 does not 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 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	88	3,679
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (In kilolitres) (I + ii + iii + iv + v)	88	3,679
Total volume of water consumption (In kilolitres)	88	3,679
Water intensity per rupee of turnover (Total water consumption/Revenue from operations) (Kl/₹ Crores)	0.254	8.47
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP) (KL/Int. Dollar in Crores)	5.262	189.8
Water intensity in terms of physical Output	NA	NA

Note 1: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency (Y/N)- No

Note 2: The environmental disclosures made above report the impact of operations from our corporate office.

Note 3: Company moved premises in the reporting year, and water bill is part of building maintenance.

4. Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
(i) To Surface water		
- No treatment		
- Treated through an STP on premises		
(ii) To Groundwater		
- No treatment	Our offices are situated in Leased offices which process all wastewater through STPs on premises. We are in the process of streamlining our water management systems to optimise the reuse and recovery of residual water waste prior to discharge.	Our offices are situated in Leased offices which process all wastewater through STPs on premises. We are in the process of streamlining our water management systems to optimise the reuse and recovery of residual water waste prior to discharge.
- Treated through an STP on premises		
(iii) To Seawater		
- No treatment		
- Treated through an STP on premises		
(iv) Sent to third parties		
- No treatment		
- Treated through an STP on premises		
(v) Others		
- No treatment		
- Treated through an STP on premises		
Total water discharged (in kilolitres)		

Note 1: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency (Y/N)- No

Note 2: The environmental disclosures made above report the impact of operations from our corporate office

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

Currently, HHIL does not have a Zero Liquid Discharge (ZLD) system. However, we are in the process of developing and implementing the ZLD mechanism in the coming years.

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	µg/m^3	NA	NA
Sox	µg/m^3	NA	NA
Particulate matter (PM)	µg/m^3	NA	NA
Persistent organic pollutants (POP)	-	NA	NA
Volatile organic compounds (VOC)	-	NA	NA
Hazardous air pollutants (HAP)	-	NA	NA
Others –please Specify	-	NA	NA

Note 1: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)- No

Note 2: The environmental disclosures made above report the impact of operations from our corporate office.

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	tCO_2e	-	5.39
Total Scope 2 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	tCO_2e	139.32	265.92
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2GHG emissions/Revenue from operations)	tCO_2e/₹Cr	0.402	0.61
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	tCO_2e/Int. Dollar Cr.	8.32	13.66
Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA

Note 1: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N)- No

Note 2: The environmental disclosures made above report the impact of operations from our corporate office.

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

The company has implemented various measures to reduce greenhouse gas emissions, including replacing conventional lights with LEDs and transitioning to renewable energy sources such as solar panels. Additionally, plans are in place to expand these initiatives in the coming years.

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

Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	14.89	0.39
E-waste (B)	-	-
Bio-medical waste I	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	39.243	1.48
Total (A+B+C+D+E+F+G+H)	**54.133**	**1.86**
Waste intensity per rupee of turnover (Total waste generated /Revenue from operations) (MT/ Crore)	0.157	0.0042
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/ Revenue from operations adjusted for PPP)	3.236	0.09
Waste intensity in terms of physical output		NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		

Parameter	FY 2024-25	FY 2023-24
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	**-**	**-**
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	54.133	1.86
Total	**54.133**	**1.86**

Note 1: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N)- 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.

HHIL operates as a retailer, specialising in the sale of manufactured products only, and thus, no hazardous or toxic chemicals are used in our business operations.

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:

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.
HHIL does not have any operations/offices in or around ecologically sensitive areas.			

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in FY 2025:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web-link
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). If not, provide details of all such non-compliances, in the following format:

Not Applicable

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.

HHIL is affiliated with 1 trade and industry chambers/associations.

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Federation of Indian Chambers of Commerce and Industry (FICCI)	National

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

Name of Authority	Brief of the case	Corrective action taken
There were no adverse orders from regulatory authorities hence, this question is not applicable.		

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.

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
Not Applicable					

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

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 ₹)
Not Applicable						

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

As a retail business, we do not have direct operations within or near communities. Hence, we do not have mechanisms in place to receive and redress the grievances of the community.

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small Producers	54%	69%
Directly from within India	20%	62%

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 2024-25	FY 2023-24
Rural	0%	0%
Semi-urban	0%	0%
Urban	100%	100%
Metropolitan	0%	0%

Note: Categorization as per RBI Classification System – rural / semi-urban / urban / metropolitan

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.

HHIL is committed to placing the customer at the heart of its value proposition. To facilitate easy communication, we have set up various channels, including online service requests, a central helpline, WhatsApp support, app-based interactions, and email. Additionally, we have implemented a structured data management system and service level agreements (SLA) to ensure that every inquiry is addressed within a specified timeframe.

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

	As a percentage of total turnover
Environmental and social parameters relevant to the product	0%
Safe and responsible usage	100%
Recycling and/or safe disposal	0%

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

	FY 2024-25			FY 2023-24		
	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	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	8,253	37*	-	11,265	232*	-

*Note- All the pending complaints were resolved soon after year closure.

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

There have been no product recalls in the reporting year.

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, HHIL has an internal robust cyber-security policy that addresses the rise of cyber threats and crimes organisations face today. This policy helps in protecting the Company from cyber threats, safeguarding sensitive data such as designs, patents, and customer and employee information.

The policy can be assessed at the Web-link: https://www.hindwarehomes.com/privacy-policy.php

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.

NIL

7. Provide the following information relating to data breaches:

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