

Annexure-IX

## BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

[Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements), Regulations, 2015]

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the listed entity

S.No.	Particulars	Company Information
1.	Corporate Identity Number (CIN) of the Listed Entity	L15110AP1961PLC000874
2.	Name of the Listed Entity	CCL PRODUCTS (INDIA) LIMITED
3.	Year of incorporation	1961
4.	Registered office address	Duggirala, Guntur, Andhra Pradesh – 522330, India.
5.	Corporate office address	7-1-24-2/D Greendale, Ameerpet Road, Hyderabad, Telangana- 500016
6.	E-mail	companysecretary@cclproducts.com
7.	Telephone	+91 40 23730855
8.	Website	www.cclproducts.com
9.	Financial year for which reporting is being done	2023-24
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) BSE Limited (BSE)
11.	Paid-up Capital	₹ 26,70,55,840
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	
	Name	Ms. Sridevi Dasari
	Contact email	companysecretary@cclproducts.com
	Contact No.	+91 40 23730855
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures are made on a standalone basis under this report
14.	Name of assurance provider	None
15.	Type of assurance obtained	Not Applicable

#### 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.	Manufacturing	Food & Beverages (Coffee and coffee related products)	100

##### 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.	Coffee and coffee related products	10792	100

### 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	3	2	5
International	-	-	-

#### 19. Markets served by the entity:

##### a. Number of locations

Locations	Number
National (No. of States)	28 (The Company serves across various locations on a pan India basis covering all the states throughout the country)
International (No. of Countries)	100 + (The Company serves 100+ countries and has a wide customer base all over the world.)

##### b) Contribution of exports:

What is the contribution of exports as a percentage of the total turnover of the entity?	80.26%
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##### c) Type of Customers

A brief on types of customers:	The Company supplies to a diverse set of customers including brand owners, retailers, manufacturers, traders, repackers and other entities that have applications for coffee products in their processes.
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### IV. Employees

#### 20. Details as at the end of Financial Year:

##### a. Employees and workers (including differently abled):

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Employees</b>						
1.	Permanent (D)	759	717	94.46	42	5.54
2.	Other than Permanent (E)	15	14	93.33	1	6.67
3.	Total employees (D + E)	774	731	94.44	43	5.56
<b>Workers</b>						
1.	Permanent (F)	240	231	96.25	09	3.75
2.	Other than Permanent (G)	1337	583	43.60	754	56.40
3.	Total workers (F + G)	1577	814	51.61	763	48.39

**b. Differently abled Employees and workers:**

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Differently Abled Employees</b>						
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	0	0	0	0	0
<b>Differently Abled Workers</b>						
1.	Permanent (F)	0	0	0	0	0
2.	Other than Permanent (G)	0	0	0	0	0
3.	Total workers (F + G)	0	0	0	0	0

**21. Participation/Inclusion/Representation of women**

	Total	No. and percentage of Females	
	(A)	No. (B)	% (B / A)
Board of Directors	13	2	15.38
Key Management Personnel	3	1	33.33

**22 Turnover rate for permanent employees and workers (Disclose trends for the past 3 years):**

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	7.334%	0.554%	8%	9%	2%	11%	8%	1%	9%
Permanent Workers	11.22%	0.33%	11.56%	11.99%	0.225%	12.15%	3.33%	0.2%	3.55%

**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	Continental Coffee Private Limited	Wholly Owned Subsidiary	100%	No
2	CCL Food and Beverages Private Limited	Wholly Owned Subsidiary	100%	No
3	Ngon Coffee Company Limited	Wholly Owned Subsidiary	100%	No
4	Continental Coffee SA	Wholly Owned Subsidiary	100%	No
5	Jayanti Pte Limited	Wholly Owned Subsidiary	100%	No

**vi. Corporate Social Responsibility (CSR) Details**

24. i. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- ii. Turnover (in ₹ ) 1,456.17 Cr
- iii. Net worth (in ₹ ) 1,114.17 Cr

## VII. Transparency and Disclosures Compliances

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

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 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
		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	Yes, the community members can send any concerns or grievances to the Company's registered office or emails- hello@continental.coffee and customercare@continental.coffee for resolving the grievances in a just, fair and timely manner.	0	0	-	0	0	-
Investors (other than shareholders)	No	0	0	-	0	0	-
Shareholders	Yes, the Company has designated email id - investors@continental.coffee for shareholders to raise their grievances. The shareholder grievances are also resolved by the Company's RTA (Venture Capital and Corporate Investments Private Limited) through their email id investor.relations@vccipl.com The web link is: <a href="https://www.cclproducts.com/investors/#contact">https://www.cclproducts.com/investors/#contact</a>	39	0	All the complaints received were disposed off in a responsible manner and within the prescribed timelines.	66	0	All the complaints received were disposed off in a responsible manner and within the prescribed timelines.

Employees and workers	Yes, the web link for the same is: <a href="https://www.cclproducts.com/wp-content/uploads/2024/06/Whistle-Blower-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2024/06/Whistle-Blower-Policy.pdf</a>	0	0	-	0	0	-
Customers	Yes, the customers are encouraged to reach out to our dedicated customer support channels such as helplines, email addresses, online contact forms on our D2C website, and Social Media Platforms. The weblink for the same is: <a href="https://www.cclproducts.com/investors/#contact">https://www.cclproducts.com/investors/#contact</a>	0	0	-	0	0	-
Value Chain Partners	Yes, Timely meetings are held with suppliers, contractors and vendors to address any issues or concerns faced by them. Channel partners can also raise their grievances by call/text/emails <a href="https://www.cclproducts.com/investors/#contact">https://www.cclproducts.com/investors/#contact</a> .	0	0	-	0	0	-

## 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	Financial implications of the risk or opportunity
1.	Carbon footprint and emissions	Opportunity	Opportunity to move towards energy efficiency, sustainable development and reduce dependency on non-renewable sources.	Not Applicable	Positive
2.	Water	Risk and opportunity	Coffee production requires water at various stages, and it is essential that water is drawn in sustainable quantities from the available sources.	The manufacturing units of the Company have implemented Zero Liquid Discharge (ZLD) and are reviewing the water consumption and discharge. The recycled water is being used for utilities.	Positive and Negative
3.	Responsible Sourcing	Risk and opportunity	To define minimum standards and the basic principles of co-operation that Company requires from all its suppliers and business partners to ensure sound and environment practices within its own operations and its supply chain in every market it operates into.	The Company has in place a responsible sourcing policy which is based on core international labour organization conventions, the ETI base code and the UN Guiding Principles on Business and Human Rights.	Positive and Negative
4.	Labor Practices	Opportunity	<ul style="list-style-type: none"> <li>• A positive and supportive working environment can improve the productivity and quality of work performed by employees. This can lead to improved product quality and customer satisfaction, ultimately benefiting the company's bottom line.</li> <li>• Fair wages and working conditions can help to reduce labour turnover, which in turn leads to reduced change in work environment impact and improved social sustainability.</li> </ul>	Not Applicable	Positive

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

S. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>										
1.	a) Whether your entity's policy/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)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c) Web Link of the Policies, if available	<p><b>Code of Conduct for the directors and senior management -</b>  <a href="https://www.cclproducts.com/wp-content/uploads/2021/07/code-of-conduct.pdf">https://www.cclproducts.com/wp-content/uploads/2021/07/code-of-conduct.pdf</a></p> <p><b>Whistle Blower Policy -</b>  <a href="https://www.cclproducts.com/wp-content/uploads/2024/06/Whistle-Blower-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2024/06/Whistle-Blower-Policy.pdf</a></p> <p><b>Responsible Sourcing Policy -</b>  <a href="https://www.cclproducts.com/wp-content/uploads/2021/07/Responsible-Sourcing-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2021/07/Responsible-Sourcing-Policy.pdf</a></p> <p><b>Sustainability Policy -</b>  <a href="https://www.cclproducts.com/wp-content/uploads/2021/07/Sustainability-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2021/07/Sustainability-Policy.pdf</a></p> <p><b>Dividend Distribution Policy -</b>  <a href="https://www.cclproducts.com/wp-content/uploads/2021/07/Dividend-Distribution-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2021/07/Dividend-Distribution-Policy.pdf</a></p> <p><b>CSR Policy -</b>  <a href="https://www.cclproducts.com/wp-content/uploads/2021/07/csr-policy.pdf">https://www.cclproducts.com/wp-content/uploads/2021/07/csr-policy.pdf</a></p> <p><b>Related Party Transactions Policy -</b>  <a href="https://www.cclproducts.com/wp-content/uploads/2024/06/Policy-on-dealing-with-Related-Party-Transactions.pdf">https://www.cclproducts.com/wp-content/uploads/2024/06/Policy-on-dealing-with-Related-Party-Transactions.pdf</a></p> <p><b>Policy on determination of materiality of events or information -</b>  <a href="https://www.cclproducts.com/wp-content/uploads/2023/07/Policy-on-determination-of-materiality-of-events-or-information-1.pdf">https://www.cclproducts.com/wp-content/uploads/2023/07/Policy-on-determination-of-materiality-of-events-or-information-1.pdf</a></p> <p><b>Modern Slavery and Anti Human Trafficking Statement-</b>  <a href="https://www.cclproducts.com/wp-content/uploads/2021/12/Modern-Slavery-and-Human-Trafficking-Statement.pdf">https://www.cclproducts.com/wp-content/uploads/2021/12/Modern-Slavery-and-Human-Trafficking-Statement.pdf</a></p> <p><b>Stakeholder Engagement Policy -</b>  <a href="https://www.cclproducts.com/wp-content/uploads/2024/08/Stakeholder-Management-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2024/08/Stakeholder-Management-Policy.pdf</a></p> <p><b>Anti-Bribery and Anti-Corruption Policy -</b>  <a href="https://www.cclproducts.com/wp-content/uploads/2024/08/Anti-Bribery-Anti-Corruption-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2024/08/Anti-Bribery-Anti-Corruption-Policy.pdf</a></p> <p><b>Equal Opportunity Policy -</b>  <a href="https://www.cclproducts.com/wp-content/uploads/2024/08/Equal-Opportunity-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2024/08/Equal-Opportunity-Policy.pdf</a></p> <p><b>Cyber Security and Data Privacy Policy:</b>  <a href="https://www.cclproducts.com/wp-content/uploads/2024/08/Cyber-Security-and-Data-Privacy-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2024/08/Cyber-Security-and-Data-Privacy-Policy.pdf</a></p>								



2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, however not all the enlisted policies may extend to our value chain partners. We ensure that suppliers/contractors comply with the law of the land by getting such clauses incorporated in their respective Purchase orders/ contracts/ agreements and terms and conditions of the tenders.
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.	<ol style="list-style-type: none"> <li>1. BRC- Version 8 with A Grade (British Retail Consortium) - Global Standard for Food</li> <li>2. IFS - Food Version 6.1 with Higher Level (International Featured Standards) - International Food Standard.</li> <li>3. Organic Coffee Certificate (Processing &amp; Trading)</li> <li>4. Fair Trade Certificate</li> <li>5. Halal Certificate</li> <li>6. Kosher Certificate</li> <li>7. FSSAI License - Food Safety Standards Authority of India</li> <li>8. BIS License - Bureau of Indian Standards (ISI) License</li> <li>9. UTZ Certificate (Chain of Custody Standard - Coffee)</li> <li>10. US.FDA Certificate of Registration</li> <li>11. RFA Endorsement certificate</li> <li>12. SGP (Supplier Guiding Principles and Human Rights Policy Assessment)</li> <li>13. ICS (Initiative for Compliance and Sustainability)</li> <li>14. SA 8000 (Social Accountability Audit)</li> <li>15. SMETA (Sedex Members Ethical Trade Audit)</li> <li>16. URSA (Understanding Responsible Sourcing Audit)</li> <li>17. Risk Assurance Certification</li> <li>18. FT (Fair Trade Certification)</li> <li>19. FTUSA (Fair Trade USA Certification)</li> <li>20. CTPAT (Customs Trade Partnership Against Terrorism)</li> </ol>

5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Specific commitments, goals and targets set by entity for FY 2024-25:	Mapped NGRBC Principles
		The Company strives to conduct due diligence on suppliers to ensure their alignment with the existing legislative framework in the country.	P2
		<ul style="list-style-type: none"> <li>• To have 100% assessments for working conditions and health &amp; safety practices in coming financial years.</li> <li>• The Company aims to expand its training division to educate all employees and workers on Environmental, Social, and Governance (E, S &amp; G) practices. The training program will comprehensively cover the company's actions and initiatives aimed at effectively addressing these issues.</li> </ul>	P3
		Stakeholder engagement holds significant value for the Company, and it plans to conduct periodic assessments of all the stakeholders enabling them to actively involve in providing the requisite inputs.	P4
		The Company will deploy all the resources at its disposal to optimally utilize the non-renewable resources optimally and diligently keeping in mind the impact on generations to come.	P6
		To enhance engagement with government bodies and industry chambers and subscribe to their membership wherever deem fit.	P7

6.	<b>Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met</b>	The Company had set various commitments and has appropriately aligned its efforts towards the achievement of the same.
<b>Governance, leadership and oversight</b>		
7.	<b>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements</b>	<p>In alignment with our commitment to transparency and sustainable practices, I am pleased to present the Business Responsibility and Sustainability Report for the fiscal year. At CCL Products (India) Limited, we recognize the critical importance of Environmental, Social, and Governance (ESG) factors in our operations, particularly within the coffee industry, where responsible practices are essential. The industry landscape is complex and presents several ESG challenges, including minimizing environmental impact, upholding high social standards throughout our supply chain, and adhering to rigorous governance principles amidst evolving regulations.</p> <p>I am proud to report significant progress toward our ESG goals:</p> <ul style="list-style-type: none"> <li>• Environmental: We have implemented water recirculation systems and installed solar panels, significantly reducing our water withdrawal and dependency on grid electricity.</li> <li>• Social: We have conducted over various training programs, focusing on responsible practices.</li> <li>• Governance: We have secured certifications from various bodies and agencies, affirming our commitment to sustainable practices.</li> </ul> <p>Looking ahead, we remain dedicated to fostering a culture of transparency, accountability, and continuous improvement in our ESG performance. By integrating ESG considerations into our core business strategy, we aim to create long-term value for our stakeholders while positively impacting the environment and the communities in which we operate.</p> <p>Challa Srishant, Managing Director (DIN: 00016035)</p>
8.	<b>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).</b>	Praveen Jaipurkar, Chief Executive Officer
9.	<b>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</b>	<p>Yes, the Corporate Social Responsibility Committee is entrusted with the responsibility of taking decision on ESG issues. Sri Durga Prasad Kode (DIN: 07946821) is the chairman of the Committee and the committee comprises of the following members:</p> <ol style="list-style-type: none"> <li>1) Sri Durga Prasad Kode (DIN: 07946821)</li> <li>2) Sudhakar Ambati (DIN: 01080550)</li> <li>3) Kulsoom Noor Saifullah (DIN: 02544686)</li> <li>4) Challa Shantha Prasad (DIN: 00746477)</li> </ol>

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
<b>Performance against above policies and follow up action</b>	The Business responsibility policies are reviewed periodically and the necessary actions for preserving the essence of the policies are taken accordingly.									Annually								
<b>Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances</b>	Compliance Schedule with respect to various statutory requirements is placed before the Board of Directors.									Periodically								

11. Independent assessment/ evaluation of the working of its policies by an external agency:

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, however internal assessment by the various heads is done periodically.								

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)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

## 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



### A) ESSENTIAL INDICATORS:

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	03	(i) Changes and amendments in the Companies Act, 2013 (ii) Decoding the changes in the SEBI (LODR) Regulations, 2015 (iii) BRSR - SEBI Perspective	92.5%
Key Managerial Personnel	04	(i) The new outlook to the BRSR (ii) Sustainability Principles to drive the Business forward	100%
Employees other than BoD and KMPs	02	(i) Cybersecurity Awareness (ii) Code of Conduct and Insider trading awareness programs	100%
Workers	05	(i) Safety Procedures and Vitality (ii) Importance of safety equipment	100%

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:

Monetary					
	NGRBC Principle	Name of the regulatory/ agencies/judicial institutions enforcement	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding Fee	-	-	-	-	-
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ agencies /judicial institutions enforcement	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	-	-	-	-	
Punishment	-	-	-	-	

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
-	-

4. Anti-corruption or Anti-bribery policy:

<p><b>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.</b></p>	<p>Yes, the Company has placed an anti-corruption and anti-bribery policy on its website. The Company ensures that appropriate mechanisms are present to ensure acts of corruption and bribery do not occur and on occurrence of any are appropriately reported and addressed with utmost attention and detail. The link for the same is <a href="https://www.cclproducts.com/wp-content/uploads/2024/08/Anti-Bribery-Anti-Corruption-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2024/08/Anti-Bribery-Anti-Corruption-Policy.pdf</a></p>
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5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	None	0	None
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	None	0	None

7. Corrective Actions:

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	This section is not applicable as there were no fines / penalties / action taken by regulators / law enforcement agencies / judicial institutions, on cases of corruption and conflicts of interest.
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8. Number of days of account payable ((Accounts payable \*365) / Cost of goods/services procured) in the following format:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts Payables	14	17

## 9. Open-ness of Business

Provide details of Concentration of purchase and sales with trading houses, dealers, and related parties along -with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of purchases	a. Purchases from trading houses as % of total purchases	100%	100%
	b. Number of Trading houses where purchases are made from	22	20
	c. Purchases from top 10 Trading houses as % of total purchases from trading houses	90%	88%
Concentration of Sales	a. Sale to dealers / distributors as % of total sales	84%	81%
	b. Number of dealers / distributions to whom sales are made	77	78
	c. Sales upto 10 dealers / distributors as % of total sales to dealers / distributors	65%	72%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	Nil	Nil
	b. Sales (Sales to related parties / Total Sales)	16%	19%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	9%	34%
	d. Investments (Investments in related parties / Total Investments made)	100%	100%



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



### A) 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:

	2023-24 Current Financial Year	2022-23 Previous Financial Year	Details of improvements in environmental and social impacts
R&D	Nil	26.75%	Not Applicable
*Capex	52.41%	17.08%	<p>The Company is pleased to announce our investment in a Vapor Compression Refrigeration (VCR) system to reduce our reliance on steam from biofuels and coal. This transition will significantly lower our carbon emissions, with the VCR system powered by green energy.</p> <p>*While the Capex has been invested, the integration is still in progress and is expected to be fully completed by the next financial year. We are also exploring green energy investments through PPP, Capex, and BOOT models.</p>

2. Sustainable sourcing:

Does the entity have procedures in place for sustainable sourcing? (Yes/No)	Yes, The Company's global supply chain is complex in nature which involves sourcing raw materials and services from different parts of the world and the Company brought responsible sourcing practices at all the stages of supply chain in place over a period of time in spite of socio-economic and cultural constraints across the countries for long term sustainability. The Company had a responsible sourcing policy which was made applicable to all its suppliers and ensure that the hygiene working conditions, minimum wages and safety standards are followed by all the employees involved throughout its supply chain globally in strict adherence to the international labour policies. Further, the Company also has various certifications like Organic Coffee Certificate (Processing & Trading), Kosher Certification, BRC- Version 8 with A Grade (British Retail Consortium) and IFS - Food Version 7 with Higher Level (International Featured Standards) - International Food Standard in place to ensure it responsibly positions itself towards the environment and sources its inputs responsibly.
If yes, what percentage of inputs were sourced sustainably?	95%.

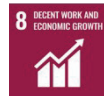
**3. Processes in place to reclaim products for reuse, recycle and safe disposal of products at the end of life:**

<p><b>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.</b></p>	<p>The Company does not manufacture any reusable products. However, the Company has mechanisms in place to sell the plastic leftovers, battery waste along with the MEE salts to CPCB authorized dealers to ensure proper disposal.</p>
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**4. Extended Producer Responsibility (EPR) plan:**

<p><b>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.</b></p>	<p>Yes, as per Plastic Waste Management Rules, 2016 and Amendment dated March 2018, the Company has duly registered itself under the category of Brand Owner. It has also met the requisite year wise EPR targets through co processing the waste and the credits for the same are also reflected in the Company's EPR wallet on the portal.</p>
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## PRINCIPLE 3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS



### A) ESSENTIAL INDICATORS:

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

Category	% of employees covered by										
	Total (A)	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)
<b>Permanent employees</b>											
Male	717	717	100%	0	0	0	0	0	0	0	0
Female	42	42	100%	0	0	42	100%	0	0	0	0
<b>Total</b>	<b>759</b>	<b>759</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>42</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Other than Permanent employees</b>											
Male	14	14	100%	0	0	0	0	0	0	0	0
Female	1	1	100%	0	0	0	0	0	0	0	0
<b>Total</b>	<b>15</b>	<b>15</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### B) Details of measures for the well-being of workers:

Category	% of employees covered by										
	Total (A)	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)
<b>Permanent workers</b>											
Male	231	231	100%	0	0	0	0	0	0	0	0
Female	9	9	100%	0	0	9	100%	0	0	0	0
<b>Total</b>	<b>240</b>	<b>240</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Other than Permanent workers</b>											
Male	583	583	100%	0	0	0	0	0	0	0	0
Female	754	754	100%	0	0	754	100%	0	0	0	0
<b>Total</b>	<b>1337</b>	<b>1337</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>754</b>	<b>100%</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

	Current Financial Year	Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company	0.63%	0.38%

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

Benefits	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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%	0	Yes	100%	-	Yes
Gratuity	100%	0	Yes	100%	-	Yes
ESI	-	-	-	-	-	-
Others – Superannuation	40%	0	Yes	49%	-	Yes

**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 being taken by the entity in this regard.	Yes, our offices are fully accessible to all employees, including those with disabilities. We actively engage with our employees to address and manage their mobility needs, ensuring their input is valued and incorporated into our accessibility initiatives.
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**4. Equal Opportunity Policy:**

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	The Company ensures that all its employees are provided with equal opportunities and the Company is committed to provide an inclusive work environment which remains free from discrimination. The Company follows it in true letter and spirit and the weblink for the same is: <a href="https://www.cclproducts.com/wp-content/uploads/2024/08/Equal-Opportunity-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2024/08/Equal-Opportunity-Policy.pdf</a>
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**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
	Permanent employees		Permanent workers	
Gender	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

**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	The Company has a Standard Operating Procedure (SOP) in place which provides guidance to raise a complaint in case of any concerns. The grievances, if any, are at first handled by reporting manager and thereafter may approach HR department through e-mail or in writing, in case the grievance is not resolved. The grievances are resolved in fair and time bound manner and maintained utmost confidentiality.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	774	0	0	584	0	0
Male	731	0	0	552	0	0
Female	43	0	0	32	0	0
Total Permanent Workers	1577	0	0	1856	0	0
Male	814	0	0	1288	0	0
Female	763	0	0	568	0	0

8. Details of training given to employees and workers:

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total (A)	On Health and safety		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)
<b>Employees</b>										
Male	731	731	100%	731	100%	552	552	100%	552	100%
Female	43	43	100%	43	100%	32	32	100%	32	100%
<b>Total</b>	<b>774</b>	<b>774</b>	<b>100%</b>	<b>774</b>	<b>100%</b>	<b>584</b>	<b>584</b>	<b>100%</b>	<b>584</b>	<b>100%</b>
<b>Workers</b>										
Male	814	814	100%	814	100%	1288	1288	100%	1288	100%
Female	763	763	100%	763	100%	568	568	100%	568	100%
<b>Total</b>	<b>1577</b>	<b>1577</b>	<b>100%</b>	<b>1577</b>	<b>100%</b>	<b>1856</b>	<b>1856</b>	<b>100%</b>	<b>1856</b>	<b>100%</b>

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

Category	FY 2023-24 Current Financial year.			FY 2022-23 Previous Financial year.		
	Total (A)	No. (B)	%(B / A)	Total (A)	No. (D)	%(D / C)
<b>Employees</b>						
Male	731	731	100%	552	552	100%
Female	43	43	100%	32	32	100%
<b>Total</b>	<b>774</b>	<b>774</b>	<b>100%</b>	<b>584</b>	<b>584</b>	<b>100%</b>
<b>Workers</b>						
Male	814	814	100%	1288	1288	100%
Female	763	763	100%	568	568	100%
<b>Total</b>	<b>1577</b>	<b>1577</b>	<b>100%</b>	<b>1856</b>	<b>1856</b>	<b>100%</b>

**10. Health and safety management system:**

S.no	Particulars	Response
a)	<b>Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?</b>	Yes, Occupational Health and Safety Management system as per the Indian Standards (as per Factories Act) is in place.
b)	<b>What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?</b>	As a responsible organization, the Company understands the importance of identifying and mitigating work-related hazards and risks. In line with this commitment, the Company regularly conducts mock safety drills to evaluate the safety procedures and identify any potential hazards that may arise during work-related activities. HIRA & Permit to Work System are available to identify and rectifying the Work-related hazards.
c)	<b>Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)</b>	Yes, the Company has dedicated process for workers to report the work-related hazards and to remove themselves from such risks. The Company believes that the best way to ensure a safe working environment is by encouraging feedback from workers. There is a structured platform for workers to voice their concerns, make suggestions and receive feedback from management
d)	<b>Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)</b>	Yes, The Company has undertaken various certifications and follow the Group policy towards employee safety and wellbeing.

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

Safety Incident/Number	Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million -person hours worked)	Employees	NIL	NIL
	Workers	NIL	NIL
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	NIL	NIL
No. of fatalities	Employees	NIL	NIL
	Workers	NIL	NIL
High consequence work-related injury or ill-health (excluding fatalities) Including in the contract workforce	Employees	NIL	NIL
	Workers	NIL	NIL

**12. Measures to ensure a safe and healthy workplace:**

Describe the measures taken by the entity to ensure a safe and healthy workplace.
<p>The Company emphasises on the importance of maintaining a safe and healthy workplace for all its employees. It has implemented comprehensive health and safety policies and procedures for a safe and healthy workplace for all employees and workers. The Company believes that a safe and healthy work environment is essential for employee well-being and productivity, and our workplace is regularly evaluated and assessed to ensure that it meets the highest standards for safety and health. Further, it eliminates the Potential Hazards at work location by identifying the Unsafe Act Unsafe Condition (UAUC), identification of Near miss cases and by conducting trainings. Ergonomics and safety training and education is provided to the workers along with regular inspections to ensure that the workplace is free from any unsafe events.</p>

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

	FY 2023-24 Current Financial year.			FY 2022-23 Previous Financial year.		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	0	0	0	0
Health & Safety	0	0	0	0	0	0

**14. Assessments for the year:**

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



15. Corrective Actions:

**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.**

This section is not applicable to the Company. The Company has been following standard operating procedures to comply with state/local level regulations and ensure safety and hygiene protocols

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



### A) ESSENTIAL INDICATORS:

#### 1. Identification of stakeholders group:

<p><b>Describe the processes for identifying key stakeholder groups of the entity</b></p>	<p>The Company has developed a Stakeholder Engagement Framework for identification of Stakeholders. In line with this framework, the stakeholder identification process at the Company considers the following scope in identifying the stakeholders:</p> <ul style="list-style-type: none"> <li>•Dependency – groups or individuals who are directly or indirectly dependent on the organisation’s activities, products or services and associated performance, or on whom the organisation is dependent in order to operate.</li> <li>•Responsibility – groups or individuals to whom the organisation has, or in the future may have, legal, commercial, operational or ethical/moral responsibilities.</li> <li>•Attention – groups or individuals who need immediate attention from the organisation about financial, wider economic, social or environmental issues.</li> <li>•Influence – groups or individuals who can have an impact on the organisations or a stakeholder’s strategic or operational decision-making.</li> <li>•Diverse perspectives – groups or individuals whose different views can lead to a new understanding of the situation and the identification of opportunities for action that may not otherwise occur.</li> </ul>
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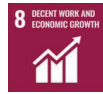
**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:**

Stakeholder group	Whether identifies as Vulnerable & Marginalized group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Advertisement, Community Meetings, Notice Board, Websites etc)	Frequency of engagement (Annually/ half yearly/ Quarterly/ others) please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
<b>Shareholders</b>	No	<ul style="list-style-type: none"> <li>Annual General Meeting</li> <li>Shareholder meets</li> <li>Email</li> <li>Stock Exchange (SE) intimations</li> <li>Investor/analysts meet/ conference calls</li> <li>Annual report, quarterly results media releases and</li> <li>Company's website</li> </ul>	Quarterly, Half yearly and Annually	Share price appreciation, dividends, profitability and financial stability, robust ESG practices, risks, growth prospects.
<b>Government/ Regulatory authorities</b>	No	<ul style="list-style-type: none"> <li>Reporting / Filings</li> <li>Submissions/Applications</li> <li>Industry forum meets</li> <li>Representations in person</li> <li>Attending Workshops conducted by the authorities</li> </ul>	On periodical basis as provided under relevant legislations	In relation to Compliances with applicable laws, Industry concerns, changes in regulatory frameworks, skill and capacity building, employment.
<b>Dealers</b>	No	<ul style="list-style-type: none"> <li>Emails</li> <li>Regular Meets</li> <li>Personal Visits / Interviews</li> <li>Satisfaction Surveys</li> </ul>	Regular	Product quality and availability, responsiveness to needs, after sales service, responsible guidelines / manufacturing, Safety awareness.
<b>Suppliers</b>	No	<ul style="list-style-type: none"> <li>Emails</li> <li>Supplier meetings</li> </ul>	Regular	Production plans, Invoices, Bill payments, Long term relationship.

<b>Employees/ Workers</b>	No	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Team Engagement</li> <li>• Website</li> <li>• Engagement through Health Programs</li> <li>• Notice Board</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>• Empowered and engaged workforce drives to achieving business targets and serve as a key for successful business</li> <li>• Satisfied and motivated talent have higher productivity</li> <li>• Right Talent gives a competitive advantage.</li> <li>• Career management and growth prospects.</li> <li>• Work culture, health and safety matters.</li> </ul>
<b>Bankers</b>	No	<ul style="list-style-type: none"> <li>• Periodical Meetings</li> <li>• Periodical Reports</li> <li>• Emails</li> </ul>	Requirement basis	<ul style="list-style-type: none"> <li>• Understand the banking compliance</li> <li>• Maintaining rapport with our bankers</li> <li>• Banking/Credit facilities.</li> </ul>
<b>Communities</b>	No	<ul style="list-style-type: none"> <li>• Meetings of community / local authorities/location heads</li> <li>• community visits and projects partnership with local charities</li> <li>• volunteerism, seminars/ conferences, CSR Partner's meet directly or through the Company's foundation</li> </ul>	Periodically	Integrated water management, clean water, Natural Resource Management, community development, livelihood support, disaster relief, support of the UN SDGs, Education, Skill development, Farmer Safety etc.
<b>Board of Directors</b>	No	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Regular meetings</li> </ul>	Quarterly and on any event/ need basis.	Company's business operations, planning, strategies etc.

<b>Industry &amp; Trade Associations</b>	No	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Regular meetings</li> <li>• Periodical Reports</li> </ul>	Periodically	Deliberations on policies
<b>Professionals/ Consultants</b>	No	<ul style="list-style-type: none"> <li>• Emails.</li> <li>• Need based meetings</li> <li>• Periodical Reports</li> </ul>	Quarterly and need basis	Compliance to legal equirements, advice on business, legal, tax and environment etc related issues

## PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS



### A) ESSENTIAL INDICATORS:

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (C)	% (D / C)
<b>Employees</b>						
Permanent	759	759	100%	584	584	100%
Other than permanent	15	15	100%	0	0	0
<b>Total Employees</b>	<b>774</b>	<b>774</b>	<b>100%</b>	<b>584</b>	<b>584</b>	<b>100%</b>
<b>Workers</b>						
Permanent	240	240	100%	264	264	100%
Other than permanent	1337	1337	100%	1592	1592	100%
<b>Total Workers</b>	<b>1577</b>	<b>1577</b>	<b>100%</b>	<b>1856</b>	<b>1856</b>	<b>100%</b>

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

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total (A)	Equal to Minimum 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)
<b>Employees</b>										
Permanent										
Male	717	0	0	717	100%	552	0	0	552	100%
Female	42	0	0	42	100%	32	0	0	32	100%
Other than Permanent										
Male	14	0	0	14	100%	15	0	0	15	100%
Female	1	0	0	1	100%	1	0	0	1	100%
<b>Workers</b>										
Permanent										
Male	231	91	39.39%	140	60.60%	255	109	42.74%	146	57.25%
Female	9	2	22.22%	7	77.77%	9	4	44.44%	5	55.55%
Other than Permanent										
Male	583	583	100%	0	0	1288	0	100%	0	0
Female	754	754	100%	0	0	568	0	100%	0	0

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

Category	Male		Female	
	Number	Median remuneration/salary/wages of respective category (in ₹)	Number	Median remuneration/salary/wages of respective category (in ₹)
Board of Directors (BoD)	3	33,60,000	0	0
Key Managerial Personnel	2	24,45,169	1	2,91,718
Employees other than BoD and KMP	712	41,039	41	43,705
Workers*	240	20,271	9	20,271

\*Non-Permanent workers are not included for calculation of Median Wages.

**b. Gross wages paid to Female as % of total wages paid by the entity, in the following format**

	Current Financial Year	Previous Financial Year
Gross wages paid to females as % of total wages	5.17%	4.9%

**4. Focal point for addressing human rights:**

**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 Company places great importance on upholding human rights and has designated a specific individual, namely the HR Manager, who is entrusted with the responsibility of receiving and resolving any issues that may arise in this regard. This individual possesses the requisite knowledge and is driven by a strong passion to ensure that our business practices align with our steadfast commitment to human rights. By means of frequent assessments, active engagement with stakeholders, and collaboration with relevant organizations, the Company diligently identifies and tackles any adverse effects on human rights while striving to promote exemplary practices throughout the organization.

**5. Internal mechanisms in place to redress grievances related to human rights issues:**

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

- Internal Complaints Committees (ICCs) have been constituted under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 to hear and redress complaints of sexual harassment.
- The Company also has a Whistle Blower Policy in place where the employees are free to report any malpractices to the Company.
- The Company also has a Code of Conduct in place to ensure that issues can be addressed as and when they arise with utmost attention and detail.

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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	0	0	None	0	0	None
Discrimination at workplace	0	0	None	0	0	None
Child Labour Forced Labour/	0	0	None	0	0	None
Involuntary Labour	0	0	None	0	0	None
Wages	0	0	None	0	0	None
Other human rights related issues	0	0	None	0	0	None



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

	Current Financial Year	Previous Financial Year
<b>Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)</b>	0	0
<b>Complaints on POSH as a % of female employees / workers</b>	0	0
<b>Complaints on POSH upheld</b>	0	0

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

The Company is firmly dedicated to maintaining a discrimination and harassment-free workplace. We have a zero-tolerance policy towards such misconduct, considering it completely unacceptable. We actively encourage the reporting of any concerns related to discrimination and harassment and are committed to promptly addressing complaints regarding harassment or any form of unwelcome or offensive behaviour. Regular awareness and training sessions are conducted to ensure that employees are well-informed about the various aspects of discrimination and harassment and are familiar with the available redressal mechanisms. The Whistle Blower Policy and the PoSH Policy in together, provides sufficient safeguards for his/her protection wherein the identity of the whistle blower is kept confidential and employee assisting the investigation is also protected.

**9. Human rights requirements forming part of your business agreements and contracts:**

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

As part of the supplier/dealer/vendor on boarding process, the Company incorporates human rights requirements. This entails that suppliers and dealers must adhere to relevant laws, labour standards, environmental regulations, and uphold human rights, ethics, and integrity principles in their operations. These requirements are a crucial aspect of the on boarding process, ensuring that all business partners align with the Company's commitment to human rights and responsible practices.

**10. Assessments for the year:**

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
<b>Child labour</b>	100%
<b>Forced/involuntary labour</b>	100%
<b>Sexual harassment</b>	100%
<b>Discrimination at workplace</b>	100%
<b>Wages</b>	100%
<b>Others – please specify</b>	-

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**11. Corrective Actions to address significant risks / concerns arising from the assessments:**

<p><b>Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.</b></p>
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<p>Not Applicable</p>
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## PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT



### A) ESSENTIAL INDICATORS:

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A)	2987262 MJ	NIL
Total fuel consumption (B)	NIL	NIL
Energy consumption through other sources (C)	NIL	NIL
<b>Total energy consumption (A+B+C)</b>	<b>2987262 MJ</b>	<b>NIL</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	167149951 MJ	162493470 MJ
Total fuel consumption (E)	12252966356 MJ	12080220776 MJ
Energy consumption through other sources (F)	1721685511 MJ	1585020111 MJ
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>14141801819 MJ</b>	<b>13827734356 MJ</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>14144789081 MJ</b>	<b>13827734356 MJ</b>
<b>Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)</b>	0.9713693511 MJ/Rs	1.0355897853 MJ/Rs
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)</b>	0.04336470317 MJ/Adjusted PPP Turnover	0.04673239103 MJ/Adjusted PPP Turnover
<b>Energy intensity in terms of physical output</b>	709047.52 MJ/MT	706722.59 MJ/MT
<b>Energy intensity (optional) – the relevant metric may be selected by the entity</b>	-	-

*\*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF- for India. For the years ended March 31, 2024 and March 31, 2023, it is 22.401 and 22.167, respectively.*

**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 independent assessment, evaluation, or assurance has been carried out by an external agency.

**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.**

Not applicable, as the entity has not been identified as designated consumers under 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	Current Financial Year)	Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Groundwater	653830 KL	608064 KL
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	475984 KL	459431 KL
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>1129814 KL</b>	<b>1067495 KL</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>1129814 KL</b>	<b>1067495 KL</b>
<b>Water intensity per rupee of turnover (Total water consumption / Revenue from operations)</b>	<b>0.0000775881 KL/Rs</b>	<b>0.0000799471 KL/Rs</b>
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)</b>	<b>0.00000346 KL/Adjusted PPP Turnover</b>	<b>0.00000360 KL/Adjusted PPP Turnover</b>
<b>(Total water consumption / Revenue from operations adjusted for PPP)</b>	<b>56.63 KL/MT</b>	<b>54.55 KL/MT</b>
<b>Water intensity in terms of physical output</b>	<b>-</b>	<b>-</b>

*\*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF- for India. For the years ended March 31, 2024 and March 31, 2023, it is 22.401 and 22.167, respectively.*

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 independent assessment, evaluation, or assurance has been carried out by an external agency.

**4. Provide the following details related to water discharged:**

Parameter	Current Financial Year)	Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
<b>(i) To Surface water</b>	NIL	NIL
-No treatment	NIL	NIL
-With treatment – please specify level of treatment	NIL	NIL
<b>(ii) To Groundwater</b>	NIL	NIL
-No treatment	NIL	NIL
-With treatment – please specify level of treatment	NIL	NIL
<b>(iii) To Seawater</b>	NIL	NIL
-No treatment	NIL	NIL
-With treatment – please specify level of treatment	NIL	NIL
<b>(iv) Sent to third parties</b>	NIL	NIL
-No treatment	NIL	NIL
-With treatment – please specify level of treatment	NIL	NIL
<b>(v) Others</b>	NIL	NIL
-No treatment	NIL	NIL
-With treatment – please specify level of treatment	NIL	NIL
<b>Total water discharged (in kilolitres)</b>	NIL	NIL

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 independent assessment, evaluation, or assurance has been carried out by an external agency.

**5. Mechanism for Zero Liquid Discharge:**

<p><b>Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.</b></p>	<p>Yes, the Company's efforts were focused on developing energy-efficient processes for instant coffee production, which involved selecting advanced profile roasters and incorporating waste heat recovery systems to optimize roasting and drying processes. ZLD (Zero Liquid Discharge) Technologies were chosen to minimize waste generation during instant coffee production and explore innovative methods for reusing or recycling wastewater and by-products. Technologies such as membrane filtration or reverse osmosis were employed to reduce water usage. A state-of-the-art pilot plant has been commissioned to reduce the batch size, thereby decreasing the environmental impact. The Company has 900 KLD ZLD in operation.</p>
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**6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

Parameter	Please specify unit	FY 2023-2024	FY 2022-2023
NOx	mg/m3	88.5	77
Sox	mg/m3	62.9	44.9
Particulate matter (PM)	mg/m3	181.9	193.1
Persistent organic pollutants (POP)	-	NIL	NIL
Volatile organic compounds (VOC)	-	NIL	NIL
Hazardous air pollutants (HAP)	-	NIL	NIL
Others – please specify	-	NIL	NIL

**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 independent assessment, evaluation, or assurance has been carried out by an external agency.

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

Parameter	Unit	FY 2023-2024	FY 2022-2023
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	54300.93	50851
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	28217.85	27431.81
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover  (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent	0.0000056668 MT/Rs	0.0000058628 MT/Rs
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)		0.000000252 MT/Adjusted PPP Turnover	0.000000264 MT/Adjusted PPP Turnover
Total Scope 1 and Scope 2 emission intensity in terms of physical output		4.13 MT	4 MT
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

*\*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF- for India. For the years ended March 31, 2024 and March 31, 2023, it is 22.401 and 22.167, respectively.*

**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 independent assessment, evaluation, or assurance has been carried out by an external agency.

**8. Project related to reducing Green House Gas emission:**

<p><b>Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.</b></p>	<p>Yes, the Company has already commissioned a solar plant at one of its factories located at Kuvvakolli, Tirupati District, Andhra Pradesh. The solar plant has a capacity of 0.9 MW and is aimed at reducing the greenhouse gas emissions.</p>
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**9. Provide details related to waste management by the entity, in the following format:**

Parameter	FY 2023-2024	FY 2022-2023
<b>Total Waste generated (in metric tonnes)</b>		
<b>Plastic waste (A)</b>	NIL	NIL
<b>E-waste (B)</b>	NIL	NIL
<b>Bio-medical waste (C)</b>	0.002 tonnes	NIL
<b>Construction and demolition waste (D)</b>	NIL	NIL
<b>Battery waste (E)</b>	3.5 tonnes	6.34 tonnes
<b>Radioactive waste (F)</b>	NIL	NIL
<b>Other Hazardous waste. Please specify any, if any (G)</b>	374.78 tonnes	364.65 tonnes
<b>Other Non-Hazardous waste (H): Please specify, if any</b>	18.66 tonnes	48.18 tonnes
<b>Total (A+ B + C + D + E + F + G + H)</b>	396.942 tonnes	419.166 tonnes
<b>Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)</b>	0.0000000273	0.0000000314
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) *</b>	0.00000000121	0.00000000141
<b>Waste intensity in terms of physical output</b>	0.0918	0.0214
<b>Waste intensity (optional) – the relevant metric may be selected by the entity</b>	-	-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
<b>(i) Recycled</b>	NIL	NIL
<b>(ii) Re-used</b>	NIL	NIL
<b>(iii) Other recovery operations</b>	NIL	NIL
<b>Total</b>	-	-



For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste		
(i) Incineration	NIL	NIL
(ii) Landfilling	NIL	NIL
(iii) Other disposal operations		
Disposed responsibly with registered waste disposers	396.942 tonnes	419.166 tonnes
<b>Total</b>	<b>396.942 tonnes</b>	<b>419.166 tonnes</b>

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 independent assessment, evaluation, or assurance has been carried out by an external agency.

**10. Waste management practices adopted in the establishment:**

<b>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.</b>	The Company has established partnerships with authorised organizations and recycling facilities to ensure that all the waste is properly managed and recycled. Further No such hazardous chemicals are being used by the Company at any of its plants.
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**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:**

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.
The Company does not have any offices or operational sites in the vicinity of any ecologically sensitive area.			

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

S. No.	Name and brief details of project	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Environmental impact assessment is not applicable for the company during the reporting financial year.					

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).

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
<p>Yes, the company is fully compliant with all the applicable environmental laws/regulations/guidelines in India including but not limited to Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules.</p>				

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



**A) ESSENTIAL INDICATORS:**

**1. A) Affiliations with trade and industry chambers/ associations:**

Number of affiliations with trade and industry chambers/ associations.	7
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**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.	Coffee Board of India	National
2.	Export Promotion Council for EOUs and SEZs (EPCES)	National
3.	Federation of Indian Export Organization (FIEO)	National
4.	Federation of Telangana and Andhra Pradesh Chambers of Commerce and Industry (FTAPCCI)	National
5.	Indo American Chamber of Commerce (IACC)	National
6.	Indo German Chamber of Commerce (IGCC)	National
7.	National Coffee Association, USA (NCA)	National

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

Name of authority	Brief of the case	Corrective action taken
No adverse order has been received by the Company from any regulatory authorities.		

## PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT



### A) 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
This section is not applicable to the Company as there were no projects that required Social Impact Assessment (SIA) to be undertaken under the law.					

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
This section is not applicable to the Company as there were no projects that required Rehabilitation and Resettlement (R&R).						

3. Community redressal mechanism:

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

The Company ensures that there are regular interactions with the community as a whole to be able to receive and redress the grievances on a regular basis. The Company sources its green coffee from small vendors of Karnataka, Andhra Pradesh, Tamil Nadu and Kerala and hence the local touch with the community also remains intact.

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

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	81.3%	75.6%
Sourced directly from within India	32.4%	24.9%

(Note: The inputs sourced from MSMEs/small producers are taken as a percentage of indigenous purchases.)

**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 2023-2024 (Current Year)	FY 2022-2023 (Previous Year)
Rural	69.6%	70.8%
Semi- Urban	0.7%	-
Urban	29.3%	29.2%
Metropolitan	0.4%	-

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



### A) ESSENTIAL INDICATORS:

#### 1. Consumer Complaints and feedback:

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

The Company has established effective mechanisms to receive and respond to consumer complaints and feedback. These mechanisms include dedicated customer support channels such as helplines, email addresses, online contact forms on our D2C website, and Social Media Platforms. We ensure that consumers can easily submit their complaints or provide feedback through these channels. Regular communication is maintained with consumers to keep consumers informed about the progress and resolution of their complaints.

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

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

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

Category	FY 2023-24 (Current Financial Year)		Remarks	FY 2022-23 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year of year	Pending resolution at end	
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	0	0	-	0	0	-