

ANNEXURE-VII

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity : L28113MH2010PLC312871
2. Name of the Listed Entity : RHI Magnesita India Limited
3. Year of Incorporation : 2010
4. Registered office address : Unit No. 705, 7th Floor, Lodha Supremus, Kanjurmarg Village Road, Kanjurmarg (East), Mumbai, Maharashtra-400042
5. Corporate office address : 301, Tower B, EMAAR Digital, Greens Golf Course Road Extension Sector- 61, Gurugram Haryana-122011
6. E-mail id : Corporate.india@rhimagnesita.com
7. Telephone : +91 124 406 2930
8. Website : www.rhimagnesitaindia.com
9. Financial year for which reporting is being done : 1 April 2022 to 31 March 2023
10. Name of the Stock Exchange(s) where shares are listed : - National Stock Exchange of India Limited (Scrip Code: RHIM)
- BSE Limited (Scrip Code: 534076)
11. Paid-up capital (As on 31 March 2023) : ₹ 187,996,331.00
12. Name and contact details of the person who may be contacted in case of any queries on the BRSR report : Mr. Sanjeev Bharadwaj
Contact no.: +91 124 406 2930
E-mail ID: Sanjeev.bharadwaj@rhimagnesita.com
13. Reporting boundary : The disclosures under this report are on standalone basis

Throughout this Report, the phrase 'RHIM' or 'the Company' refers to the RHI Magnesita India Limited.

II. Products/services

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

Sr.no.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity (FY 2022-23)
1.	Manufacturing, Trading and Sale of Refractories and Services thereof.	The Company is one of the prominent Manufacturer and Trader of Specialised Refractory products and Total Refractory Solution Provider.	100

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr.no.	Product/Service	NIC Code	% of total Turnover contributed
1.	Manufacturing, Trading and Sale of Refractories and Services thereof.	23911, 23913	100

III. Operations

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

Location	Number of operational locations	Number of offices	Total number of plants and/or operations/offices
National	4	26	30
International	Nil	Nil	Nil

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Across India
International (No. of Countries)	Across the World

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

Nearly 14% of total turnover of Standalone entity.

c. A brief on types of customers

Customers of the Company primarily are producers of Iron, Steel, Cement, Lime, Non Ferrous Metals, Glass situated in India and abroad spread throughout the World.

IV. Employees

18. Details as at the end of Financial Year: 31 March 2023

a. Employees and workers (including differently abled):

Sr.no.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
1.	Permanent (D)	1,595	1,538	96.43	57	3.57
2.	Other than Permanent (E)	1,737	1,647	94.82	90	5.18
3.	Total employees (D+E)	3,332	3,185	95.37	147	4.63

b. Differently abled Employees and workers: Nil

19. Participation/Inclusion/Representation of women

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	7	2	28.57
Key Management Personnel	3	1	33.33

20. Turnover rate for permanent employees and workers

Category	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees and workers	0.64	0.00	0.64	0.06	0.00	0.06	0.05	0.00	0.05

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

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

Sr. 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.	RHI Magnesita India Refractories Limited	Subsidiary	100	No
2.	Intermetal Engineers (India) Private Limited	Subsidiary	100	No
3.	RHI Magnesita Seven Refractories Limited	Stepdown Subsidiary	51% through subsidiary*	No

*subsidiary of RHI Magnesita India Refractories Limited

VI. CSR Details

22. Details of CSR:

Sr. no.	Particulars	(₹ in Lacs) Details
(i)	Whether CSR is applicable as per section 135 of Companies Act, 2013 (Yes/No)	Yes
(ii)	Turnover	248,837
(iii)	Net worth	291,369

VII. Transparency and Disclosures Compliances

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

The Company has identified its external and internal stakeholders through stakeholder mapping and periodic stakeholder engagement exercises. The Company has implemented a Grievance Redressal Mechanism to address Grievances if any raised by any group of Stakeholders i.e., by both External and Internal stakeholders.

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 2022-23			FY 2021-22		
		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 https://www.rhimagnesitaindia.com/contact-us	Nil	Nil	Nil	Nil	Nil	Nil
Investors (other than shareholders)	Yes https://www.rhimagnesitaindia.com/contact-us	Nil	Nil	Nil	Nil	Nil	Nil
Shareholders	Yes, As per Listing Regulations.	12	Nil	Nil	6	Nil	Nil
Employees and workers	Yes https://intranet.rhimagnesita.com/ethics-compliance/compliance-helpline	5	1	Nil	2	Nil	Nil
Customers	Yes https://www.rhimagnesitaindia.com/contact-us	Nil	Nil	Nil	Nil	Nil	Nil
Value Chain Partners	Yes https://www.rhimagnesitaindia.com/contact-us	Nil	Nil	Nil	Nil	Nil	Nil

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

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

Sr. no.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Health, Safety and Environment	Risk	<ul style="list-style-type: none"> a. Non-compliance of safety measures by employees b. Non-awareness of usage of safety equipment c. Use of hazardous nature material 	<ul style="list-style-type: none"> - Detailed SOPs on Employee Health and Safety measures. - Training for awareness of Safety equipment. - Focus on reducing the use of hazardous material and effluent. - Medical checkup of employees. - Encouraging work from home in pandemic. - Use of safety mask and safety glass at workplace. 	This may influence the reputation of Company and demoralize the workforce leading to negative impact on financials of company.
2.	Intellectual Property, Trademark, Patents	Risk	<ul style="list-style-type: none"> a. Leakage of confidential information b. Impact on R&D activities c. Conflicts with outside parties 	<ul style="list-style-type: none"> - Registration of IPs (Intellectual Property). - Signing of Non-Disclosure agreements. - Training and awareness on Intellectual Property. - Use of secured mode for exchange of Data. - IT Upgradation - Cyber security 	Leakage of IPs may damage the brand reputation, negative financial impact due to conflicts and litigations
3.	Business Continuity / Disaster Recovery	Risk	<ul style="list-style-type: none"> a. Interruption due to pandemic b. Interruption due to natural calamity c. Inadequate entrepreneurial risk plan 	<ul style="list-style-type: none"> - To have adequate coverage through insurance policies. - Planning to have entrepreneurial risk policy 	Any disruption to business has a negative financial implications
4.	Climate change/ CO2 emission	Opportunity	<ul style="list-style-type: none"> a. Use of recycled material gives opportunity to clean the environment and reduce the carbon. b. Green energy introduced in manufacturing is an opportunity for clean environment and carbon credit 	<ul style="list-style-type: none"> - Clean energy reduces electric consumption resulting in cost savings. - Refurbishment of electric / fuel technology to gas technology by capital investment. 	Positive changes to business enhancing the business brand reputation
5.	IT data / Cyber crime	Risk	Risk of adequate IT data recovery plan and firewalls to protect the cyber crime	IT disaster plan and data recovery policy to be updated regularly to mitigate the risk	Leakage of business Information and cyber crimes may result in huge financial loss

Sr. no.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6.	Data Protection	Risk	Confidential data loss through USB/ Floppy or other drives. Allowing outside network to use company's IT devices. Transmission of data through unsafe mode	<ul style="list-style-type: none"> - Cyber Insurance policy to protect any financial loss. - Using firewall to protect company's asset. - Policy for usage of IT data. - Restricted data access control and data encryption to monitor work from home. - Training and awareness on Data protection 	Losing of confidential data impacts the brand reputation thereby leading to financial loss.
7.	Employee trainings	Opportunity	Regular training and awareness enhance the skills of employees which is highly desirable in competitive environment and fast moving technology advancement.	<ul style="list-style-type: none"> - Providing need based training and providing advance trainings like digitalization, usage of AI platform to increase the efficiency and effectiveness. - Attracting and developing the talent through trainings. - Providing job related advance trainings. 	Training efforts will lead to retain skilled manpower having positive impact on profitability.
8.	Breakdown and Maintenance of P&M	Risk	<ul style="list-style-type: none"> a. Non-implementation of preventive maintenance plan. b. Non- calibration of equipment on regular basis. c. Not investing in latest technology and relying on old technology resulting in high maintenance cost and long shut down period. 	<ul style="list-style-type: none"> - Preventive maintenance plan and regular calibration of machines. - Timely refurbishment and change of advanced technology by investing in renovation. - Machinery breakdown policy to adequately cover the machines. - Regular monitoring of Operational Performance (OEE) and maintenance log book (Preventive maintenance and breakdown) for all the plants 	Business interruption will cause financial loss and customer dissatisfaction
9.	Clean Environment	Risk	Failure to provide clean environment exposes to various liabilities, loss of business reputation, high attrition rate, non- support from local communities, non-compliances of Government regulations	<ul style="list-style-type: none"> - Risk Audit on regular basis to put all controls to reduce the pollution to keep clean environment. - Disposal of Hazardous material and e-waste as per the Government regulations. 	Any incident will have negative brand image and that will impact the financials of company
10.	Sustained Performance and Quality	Risk	Business loss, customer dissatisfaction, impact on brand image	<ul style="list-style-type: none"> - Providing end to end solution - Selection of efficient partners. - Customer oriented approach 	Loss of business, excessive claims have impact on business profitability
11.	Brand Risk	Risk	Company reputation due to any non-compliance	<ul style="list-style-type: none"> - Building the brand image through quality, community development activities, innovation, creating employment and compliances. - Participating in events/ fairs, exhibitions / press conferences. - Good relations with partners / service providers 	Any loss to brand image will have negative impact on business

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

The National Guidelines for Responsible Business Conduct (**NGRBC**) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

P1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect and make efforts to restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Policy and Management Processes

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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)	All the Policies of the Company are either approved by the Board or Top Management of the Company based on the nature of the Policy.								
c. Web Link of the Policies, if available	Pertinent Policies that are developed and implemented by the Company as per the NGRBC requirement are uploaded on the website of the Company https://www.rhimagnesitaindia.com/investors/corporate-governance/policies								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes, the Company has developed different Procedures on Policies and implemented the same across different levels of its Operation. Different committees and personnel from the Company are designated with specific responsibilities for efficient implementation of these Policies and Procedures.								
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	The Company has integrated Transparent Business Practices as one of the Core Values. It communicates Policies and Procedures to its Value Chain Partners such as Suppliers, Logistics Service Providers as applicable. Therefore, the enlisted Policies are extended to Company's Value Chain Partners to the extent possible.								
4. Name of the national and international codes/certifications/ labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>The Company has adopted following globally recognized Certifications in its manufacturing facilities</p> <ul style="list-style-type: none"> - ISO 9001 : 2015 — Quality Management System. - ISO 14001 : 2015 — Environmental Management System. - ISO 45001 : 2018 — Occupational Health and Safety Management System. <p>The Company has engaged external certification body for obtaining above-mentioned certifications.</p>								

5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is pursuing below mentioned Sustainability Commitments.
	<p>Environmental:</p> <ul style="list-style-type: none"> - Pollution Control and Abatement: Identification of pollution risks arising from Company activities and to provide adequate measure for abatement of the same in an efficient and effective way. - Circularity: Reduction and Recycling of Wastes. - Resource Conservation: Use of Natural Resources sustainably. <p>Social:</p> <ul style="list-style-type: none"> - Safe Place to Work: Striving for "Zero Harm Vision" to Life, Environment and Property. - Continuous Improvement: Improve Product Quality and Working Conditions. <p>Governance:</p> <ul style="list-style-type: none"> - Legal Compliance: Taken a pledge to operate in compliance to the regulatory requirement as mandated by regional and federal Regulatory Authorities. - Governance Structure: To implement a good governance practice across the business to ensure ethical and transparent business operations across geographies.
	The Company has integrated all these ESG commitments as Core Values for its day-to-day Operations.
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Collective efforts are being made by the Company and its stakeholders to adopt all the ESG commitments with desired efficacy. Specific ESG targets are under development and will be disclosed going forward.

Governance, Leadership & Oversight

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

It gives me immense pleasure to share our first Business Responsibility and Sustainability Report (**BRSR**) (previously known as the Business Responsibility Report) for FY 2022-23. The Report has been prepared in format prescribed by the Securities and Exchanges Board of India (SEBI).

Our Company predominantly is engaged in manufacture of Refractories and strive to provide total Refractory Solution to producers of Iron, Steel, Cement, Lime, Non Ferrous Metals, Glass industries. The Company is Customer centric and/or in this regard, following sustainable ways of Manufacturing and providing Services to its Customers across geographies. The Company firmly believe that sustainability is all about the right balance between ability and responsibility to gain relevance and stability. Sustainability for the Company is about making choices following Long-Term perspective of business, society, and environment. In this regard, the Company have taken various initiatives for water conservation, energy management, phased reduction and recycling of wastes, GHG emission reductions.

As far as society is concerned, the Company's CSR initiatives are aimed at overall improvement of underprivileged and deprived section of Communities neighboring its manufacturing facilities with focus on necessities like health, education, hygiene, skills etc. Governance is core of the Company and Ethical Practices is something followed everyday by the Company.

We are dedicated in protecting our nature and environment and as part of our forward – looking approach, we are keen to address issues such as Environmental Sustainability, GHG and Climate Change Management. We will be focused on community engagement through our CSR initiatives and planning to align the same with United Nation's Sustainable Development Goal (UN – SDG).

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Name : Mr. Parmod Sagar
Designation : Managing Director & CEO
DIN : O6500871

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

Yes, The directors and senior management periodically monitor the business responsibility performance of the Company. The Board of directors reviews the business responsibility performance on an annual basis. The CSR Committee reviews the social performance and the Risk Management Committee assess and review the identified risks from time to time.

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	The performance of the Company is periodically reviewed by the Internal Committees, Committee of the Board and the Board. The Company performance and any deviations in operation are also communicated to the Committee of the Board and the Board and Top Management on priority for resolution.									Ongoing (Periodically and/or Need basis)								
Compliance with Statutory Requirements of Relevance to the Principles, and Rectification of any Non-Compliances	The Company has dedicated resource for Regulatory Compliances and robust procedure for identification of any non-compliances and rectification of the same. The top management and Board are communicated compliance status on regular basis.									Ongoing Basis								

11. Has the Entity Carried out Independent Assessment/Evaluation of the working of its Policies by an External Agency? (Yes/No). If yes, provide the name of the Agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Assessment /Evaluation of Policies on Health, Safety, Environment, and Governance is largely done internally. The Company has taken support from an External Organisation for developing its ESG Policies and Procedures. The Company is certified under ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018. These Certifications also include assessment of the Policies of the Company by Independent External Assessor. i.e Bureau Veritas, global independent external assessor for verification and certification.								

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The Entity does not consider the Principles Material to its Business (Yes/No)									
The Entity is not at a stage where it is in a position to formulate and implement the Policies on Specified Principles (Yes/No)									
The Entity does not have the Financial or/Human and Technical Resources available for the task (Yes/No)									
It is planned to be done in the next Financial Year (Yes/No)									
Any other reason (please specify)									

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.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles in 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 Key Managerial Personnel (KMP)	All members of the Board and KMPs underwent mandatory training and specialized training programmes befitting their roles and responsibilities in the Company. These training are ongoing in nature and conducted throughout the year.		
Employees and workers other than BoD and KMPs	Training were ongoing in nature and conducted throughout the year.	<p>Some of the topics covered are</p> <ul style="list-style-type: none"> - Communication and Interpersonal Skills - Environment, Health and Safety - Business Ethics - Anti-Bribery & Corruption - Data Privacy - Anti-Trust & Fair-Competition - Sanctions & Export Controls - First Aid - Fire Safety Awareness - Emergency Response - Employee induction Training - PoSH Training - Human Resource related Training Programs <p>(awareness on the benefits provided by the Company, Wages etc.)</p> <ul style="list-style-type: none"> - On-job Trainings <p>These brought about overall improvement in conduct and behavior of Employees and Workers.</p>	100% by Rotation

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:

Monetary					
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
Penalty/fine	1	Registrar of Companies, Ministry of Corporate Affairs	10,800,000	The Company failed to transfer the Unspent CSR amount of ₹ 103,40,799 to any of the fund prescribed under Schedule VII of the Act within the due date while afterwards the requisite amount has been deposited.	No
Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil
Non-Monetary					
Imprisonment	Nil	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil	Nil

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.

Yes, the Company believes in conducting its business in ethical manner including following anti-corruption and anti-bribery practices. This is supported and reflected by Company's Code on Ethics as well as Whistle Blower Policy, which are hosted on Company's Website: www.rhimagnesitaindia.com. The objective of these policies is to serve as a guide for all directors, executives, employees, and associated persons for ensuring compliance with applicable anti-bribery laws, rules and regulations. This policy is applicable to all the persons associated with the company.

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

Category	FY 2022-23	FY 2021-22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees & Workers	Nil	Nil

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

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.

Leadership Indicators

1. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same.

Yes, the Company has a Code of Conduct for Board including Independent Directors and Senior Management Personnel to avoid and/or manage conflict of interest. Pursuant thereto, the Company receive Annual Declarations from concerned persons as regards their interest which may lead to conflict of interest with that of the Company.

2. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

Sr. no.	Total number of awareness programmes held	Topics/ principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1.	Two	Environment, health and safety trainings and awareness sessions on 9 principles of BRSR	Total number of business partners are around 200 which is approximately covering 60% of the total business.

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.

During FY 2022-23, the Company did not Capture Expenditure relating to R & D activities separately. Each of the Manufacturing Facilities of the Company have in-house R & D facility primarily meant to ensure Quality and Performance of Products manufactured including Inputs used therein. The Company has a state-of-art R & D centre at Bhiwadi, Rajasthan, which is supporting to develop New Products, Improvement of Product Quality and performance, substitution of conventional Raw Materials, optimization of Resources, Re-cycling of Process and Product Wastes and other objectives firmed up from time to time.

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

The Company does not have formal procedure for sustainable sourcing where all the new and existing supply chain partners are mandatorily evaluated on environment, health & safety and sustainability parameters before onboarding.

b. If yes, what percentage of inputs were sourced sustainably?

NA

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 :

Customers of the Company are primarily producers of Iron and Steel. They are based in India and abroad. Refractory products supplied by the Company are consumables in nature to them. Such products are largely devoid of Plastics and other Hazardous Materials. The Company, wherever commercially feasible, is reclaiming used Products and Recycling Components thereof without compromising the quality of final products manufactured.

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.

Not applicable. There is no specific plastic, electrical and electronic product manufactured where EPR is applicable under E-Waste Management.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

No, The Company has not conducted any life cycle assessment for the products till date. However, the Company planning to carry out assessment in coming years.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Not applicable.

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23	FY 2021-22
Waste Water	100%	100%
Waste Heat	30%	30%
Waste Material	20%	20%

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Parameters	FY 2022-23*			FY 2021-22*		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Nil	Nil	31.30	Nil	Nil	6.2
E-waste	Nil	Nil	4.00	Nil	Nil	1.61
Hazardous waste	Nil	Nil	43.96	Nil	Nil	11.05
Other waste	Nil	Nil	84.59	Nil	Nil	21.39

* Aforesaid details are for three manufacturing facilities of the Company situated at Bhiwadi, Tangi and Visakhapatnam. Jamshedpur plant data, which was acquired on 31 January 2023, is not included.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category. N.A.

PRINCIPLE 3

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

Essential Indicators**a. Details of measures for the well-being of employees: 31 March 2023**

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)
Permanent employees											
Male	1,538	1,267	82.38	1,538	100	NA	NA	The Company does not provide this benefit.	All Manufacturing Facilities of the Company have arrangements to provide basic Health Care.		
Female	57	53	92.98	57	100	57	100				
Total	1,595	1,320	82.76	1,595	100	57	100				
Other than Permanent employees											
Male	60	60	100	NA	NA	NA	NA				
Female	0	0	NA	NA	NA	Nil	Nil				
Total	60	60	100	NA	NA	Nil	Nil				

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

Category	% of workers 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)
Permanent workers											
Male	341	150	43.99	341	100	Nil	Nil	The Company does not provide this benefit.	All Manufacturing Facilities of the Company have arrangements to provide basic Health Care.		
Female	1	0	0	1	100	Nil	Nil				
Total	342	150	43.99	342	100	Nil	Nil				
Other than Permanent workers											
Male	1,647	Nil	Nil	Nil	Nil	Nil	Nil				
Female	90	Nil	Nil	Nil	Nil	Nil	Nil				
Total	1,737	Nil	Nil	Nil	Nil	Nil	Nil				

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

Benefits	FY 2022-23			FY 2021-22		
	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.)
Employee Provident Fund (PF)	99	100	Y	99	100	Y
Gratuity	99	100	Y	99	100	Y
Employees' State Insurance (ESI)	5	62	Y	8	100	Y

The Company employed other than Permanent Employees and Workers only through Registered Vendors and ensured that Statutory Benefits as per applicable Laws are extended.

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

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.

RHIM provides equal employment opportunities, without any discrimination on the grounds of age, colour, disability, marital status, nationality, race, religion, sex, sexual orientation. The Company strives to maintain a work environment that is free from any harassment based on above considerations. This Equal Opportunities Policy is subject to applicable regulations, qualifications and merit of the individual. The policy is available to the internal stakeholders on the Company's intranet platform.

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

The Company doesn't have parental leave policy.

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	Through its Whistle Blower Mechanism, the Company provides a Grievance Redressal Mechanism and encourages it Employees and Workers to bring to attention any instances of unethical behavior, incidents, frauds, or violation of Company's Code of Conduct. There are dedicated channels where employee can report anonymously via the RHIM Compliance Helpline: https://intranet.rhimagnesita.com/ethics-compliance/compliance-helpline/#skip (Link and numbers/codes are available in the CoC, Intranet, and My RHIM App) and write to Compliance-Helpline@RHIMagnesita.com Employees can send E-mail directly to Audit Committee Chairman or Members of Audit Committee. Additionally, the Company practices an open-door approach through which the Employees and Workers can raise their Grievances with their immediate Senior (s) or the Human Resource Department.
Other than Permanent Workers	
Permanent Employees	The Non-permanent Employees and Workers can communicate their Grievances through their respective Supervisors. The grievances are further communicated to the Company for necessary action and resolution. Additionally, they can also report any instances of unethical behavior, incident, or violations through the Company's Whistle Blower Mechanism. All Employees are made aware of this mechanism during their Induction and periodic Trainings imparted by Human Resource (HR) Department.
Other than Permanent Employees	

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

Workers of Company's Bhiwadi (Rajasthan) manufacturing facility only are members of recognised Union, i.e. Indian National Trade Union Congress (INTUC)

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association (s) or Union (D)	% (D/C)
Total Permanent Employees	1,253	Nil	NA	827	Nil	NA
- Male	1,196	Nil	NA	803	Nil	NA
- Female	57	Nil	NA	24	Nil	NA
Total Permanent Workers	342	89	25	107	95	89
- Male	341	89	26	107	95	89
- Female	1	Nil	NA	Nil	Nil	NA

8. Details of training given to employees and workers (Permanent and other than Permanent):

Category	FY 2022-23					FY 2021-22				
	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	1,196	1,196	100	1,196	100	803	803	100	803	100
Female	57	57	100	57	100	24	24	100	24	100
Total	1,253	1,253	100	1,253	100	827	827	100	827	100
Workers										
Male	1,988	1,988	100	1,988	100	1,373	1,373	100	1,373	100
Female	91	91	100	91	100	39	39	100	39	100
Total	2,079	2,079	100	2,079	100	1,412	1,412	100	1,412	100

9. Details of performance and career development reviews of employees and workers (Permanent and other than Permanent):

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	1,196	1,196	100	803	803	100
Female	57	57	100	24	24	100
Total	1,253	1,253	100	827	827	100
Workers						
Male	1,988	1,988	100	1,373	1,373	100
Female	91	91	100	39	39	100
Total	2,079	2,079	100	1,412	1,412	100

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, the occupational Health and Safety Management System has been implemented in all Manufacturing Facilities of the Company. The Company has also developed and implemented Integrated Environment and Health Safety (EHS) Management System. Integrated EHS Management System of below mentioned Manufacturing Facilities are certified under ISO 14001:2015 (Environmental Management System) and ISO 45001:2018 (Occupational Health and Safety Management System):

Manufacturing Unit	Availability of ISO 9001:2015 Certification	Availability of ISO 14001:2015 Certification	Availability of ISO 45001:2018 Certification	Validity	Issuing Agency
Bhiwadi, Rajasthan	Yes	Yes	Yes	30 December 2023	Bureau Veritas
Visakhapatnam, Andhra Pradesh	Yes	Yes	Yes	30 December 2023	Bureau Veritas
Tangi, Cuttack, Odisha	Yes	Yes	Yes	30 December 2023	Bureau Veritas
Jamshedpur, Jharkhand	Yes	Yes	Yes	08 April 2024	LMS

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

While continuously employing measures to promote employee well-being and healthcare, a proper hazard identification risk management system has been put in place to ensure continuous improvement of occupational health and safety of the organization. Hazard Identification Risk Assessment (HIRA) is carried out regularly at all levels in following six steps by a Highly-Skilled Process Owner or a Qualified Safety Coordinator well versed with details of all activities and Safety standards:

1. Pre- Assessment preparations
2. Pre-Assessment meeting with HSE Leaders
3. Conducting interviews
4. Walk-Round Tour/Quantification of Hazards
5. Evaluation of Hazard/Person/Severity Factors
6. Post Evaluation activity

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

Yes, The Company has a global reporting tool i.e. Accstat to report unsafe situations, near misses and accidents and is accessible to all the employees. Further all employees can also report to the following personnel:

- Designated EHS personnel at Company's Manufacturing Facilities.
- Head of the Respective Department.
- Reporting Manager.

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

Yes, Employees/Workers of the Company have access to Non-occupational Medical and Healthcare services including through tie-ups with reputed Medical Institutions. Periodically they are also trained to respond appropriately to on-site Medical emergencies.

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

Safety Incident/Number	Category	FY 2022-23*	FY 2021-22*
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees & Workers	0.64	1.29
Total recordable work-related injuries		4	7
No. of fatalities		Nil	1
High consequence work-related injury or ill-health (excluding fatalities)		Nil	Nil

* Aforesaid details are for three manufacturing facilities of the Company situated at Bhiwadi, Tangi and Visakhapatnam. Jamshedpur plant data, which was acquired on 31 January 2023, is not included.

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

For RHI Magnesita India Limited, health and safety are at first priority. RHI Magnesita considers employees as its most valued asset. The majority of its personnel are employed in the manufacturing facilities. The Company has created extensive compliant measures at all touchpoints to safeguard everyone's safety in the workplace and to ensure a safe working environment. The Company has taken the following measures to assure a safe and healthy workspace:

1. Safety Policy, Competence, Communications system/policy, Insurance Systems, First Aid, Training, Occupational Health, Inspection Systems, Audits, Procurement, Contractors Control & Risk Assessments.
2. The Company has taken measures which are compliant with all statutory preventive healthcare and occupational health and safety requirements.
3. The Company provided training on safety measures during induction to all new employees, including specific trainings.

4. A Safety Committee has been formulated to assist and collaborate with management and achieving objectives as outlined in the Health, Safety & Environment (HSE) Policy. The Committee deals with matters concerning health, safety, and the environment and delivers practical solutions to problems encountered, promotes safety awareness amongst all workers, and undertakes educational, training, and promotional activities.
5. The Company selects right Equipment, Technology and Processes at the planning stage to minimize chances of Workplace Safety related deviations. Further, all the Hazardous materials used by the Company are managed with utmost importance to minimize any Health and Safety issues related to their Storage, Handling and Usage. The Company has also implemented Work Permit System as a formal documented systematic process designed to identify, communicate, mitigate, and control risks.
6. The Company treats its Human-capital as one of the valuable resources. Therefore, the Company takes care of Industrial and Workplace Hygiene related aspects with utmost importance. Further, the Company conducts risk based medical check-up of its Employees and Workers. Regular trainings on Occupational Health and Safety Management is also imparted by the Company to its on-roll Employees and Workers.

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

	FY 2022-23		Remarks	FY 2021-22		
	Filed during the year	Pending resolution at the end of year		Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

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 (including Internal Assessment)
Working Conditions	100 (including Internal Assessment)

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.

There is reporting mechanism in the Company to track the daily incidents related to health and safety. The same is also circulated to all plant heads and KMPs. In monthly review meeting the KPIs for health and safety is reviewed and necessary steps taken by Management to make all locations accident-free zone.

The Company is maintaining 6S Methodology in its Manufacturing Facilities for Hazard free and Seamless Operations and is continuous process in RHI Magnesita India Limited.

These initiatives will also help the Company to enhance its competency with respect to Health and Safety in Workforce with higher degree of awareness and suitable Training.



Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of

A. Employees (Y/N)

Yes, the Company has ensured that its Employees are adequately covered under different Insurance Policies.

B. Workers (Y/N)

Yes, the Company has ensured that its workers are adequately covered under different Insurance Policies.

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

Yes, Company has put in place Systems and Procedures to ensure that Statutory Dues applicable are deducted and deposited as per applicable Laws by its Value Chain Partners. Moreover, Value Chain Partners are responsible for adherence or compliance of Laws applicable to them and consequently for deduction and deposit of dues thereunder. The same is also mentioned in all the contracts with Value Chain Partners.

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:

Category	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 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	Nil	Nil	Nil	Nil
Workers	Nil	1	Nil	Nil

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)

Yes

5. Details on assessment of value chain partners:

Parameter	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	The Company does not have any formal procedure to capture the data. The Company is in the process of fix SOP for the same.
Working Conditions	

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Suppliers must comply all the requirements as per the RHIM standards and Code of Conduct. Regular review being done on variety of sustainability topics. HSE is given high priority while selecting the Suppliers. Wherever needed the Company offers its assistance in developing policies for them, if they don't have those standards.

As per the internal EHS audit procedure and assessment carried out, all the observations and non-conformances are properly recorded and notified for closeout. The Health, Safety & Environment Management system has been reviewed and aligned to be a part of and fully incorporated into the contract between sub-contractor and the Company. Its purpose is to set forth the areas of EHS concerns and requirements routinely. This subcontractor system is intended to supplement any contractual requirements, including EHS Management System manual, guidelines, Standard Operating Procedures, any requirements of client, as well as sub-contractor's own EHS Programme. All the suppliers and contractors of the Company are evaluated on their safety infrastructure processes and strengths before awarding a contract. The continued monitoring and measuring of suppliers and contractors ensure a comprehensive safe environment. This is further enhanced with regular refresher training sessions and capacity-building programmes. In addition, periodic site visits by the senior management and site audits improve the EHS performance.

PRINCIPLE 4

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

Essential Indicators

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

Key Stakeholders are identified on the basis of the material influence they have on the Company or on how they are materially influenced by the Company's corporate decisions and the consequences of those decisions.

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

Sr. no.	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others) – please specify	Purpose and scope of engagement including key topics and concerns raised during such engagement
1.	Employees	No	<ul style="list-style-type: none"> - Conferences, workshops, Townhalls, Publications, newsletters & reports, online portals, employee surveys, Idea management, internal media - One-on-one interactions 	<p>Periodically</p> <p>Half yearly</p>	<ul style="list-style-type: none"> - Inform about important advances in the Company. - Help the employees expand their knowledge in the industry. - Getting employee feedback and resolving their issues.
2.	Investors	No	<ul style="list-style-type: none"> - Annual Report & Sustainability Report - Investor presentations - Corporate website - Quarterly Results & Press releases 	<p>Annual</p> <p>Quarterly</p> <p>Periodically</p> <p>Quarterly</p>	Investors prefer to invest in the organizations that are socially and environmentally responsible.
3.	Customers	No	<ul style="list-style-type: none"> - Interviews, personal visits, publications, mass media & digital communications, plant visits - Support programmes, social media - Conferences and events 	<p>Periodically</p> <p>Annual</p> <p>Annual</p>	<p>Internal customers (Employees)</p> <ul style="list-style-type: none"> - Feel motivated to get involved in CSR projects and serve the community - Guided by the CSR Team - Enhance employee volunteerism. - External customers–Prefer to connect with the organization that is socially & environmentally responsible
4.	Suppliers and service providers	No	<ul style="list-style-type: none"> - Supplier & vendor meets - Workshops & trainings, Audits - Policies - IT-enabled information sharing tools and recognition platforms - Dialogue in the context of industry initiatives, joint events, training courses, presentations - Supplier risk assessments 	<p>Periodically</p> <p>Periodically</p> <p>Periodically</p> <p>Annual</p> <p>Periodically</p> <p>Annual</p>	<ul style="list-style-type: none"> - Supply of material and service
5.	Business Partners	No	Various forms where interaction with sales organisations and associations	Periodically	Provide service to present customers while increasing the potential for future growth.
6.	Government and Regulatory bodies	No	<ul style="list-style-type: none"> - Official communication channels - Regulatory audits/ inspections - Environmental compliance - Policy intervention - Good governance 	<p>Monthly</p> <p>Annually</p> <p>Annually</p> <p>Periodically</p> <p>Annually</p>	To get the help in policy matters and latest Govt. schemes
7.	Communities	Please refer to the following link for information about the Company's community work: https://www.rhimagnesitaindia.com/sustainability/community			

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

RHIM has set up various committees (Board level committees & Internal committees) for addressing issues relating to Economic, Environment, Social, Governance etc. Constant and proactive engagement with both Internal and External Stakeholders are conducted by such Committees to :

- Align the Business Plan and Strategy with Stakeholder's expectations.
- Review Company's Performance on dealing with Grievances/Issues raised by the Stakeholders.

Wherever thought to be necessary, said Committees forward the issues noticed for further deliberation and decision thereon by the Board and/or persons concerned.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, RHIM has always maintained a regular and proactive engagement with the Company's key stakeholders, allowing it to effectively work on its ESG strategies and be transparent about the outcomes. In response to current regulations and interactions with stakeholders, the Company performs periodic evaluations to update and reissue policies as needed.

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

There are no vulnerable or marginalized Stakeholders pertaining to Company's Business. The Company has taken several CSR Initiatives as per CSR policy of the Company.

PRINCIPLE 5

Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	1,196	1,196	100	803	803	100
Other than permanent	57	57	100	24	24	100
Total Employees	1,253	1,253	100	827	827	100
Workers						
Permanent	1,988	1,988	100	1,373	1,373	100
Other than permanent	91	91	100	39	39	100
Total Workers	2,079	2,079	100	1,412	1,412	100

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

Category	FY 2022-23					FY 2021-22				
	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	1,253	Employees were paid more than minimum wages		1,253	100	827	Employees were paid more than minimum wages		827	100
Male	1,196			1,196	100	803			803	100
Female	57			57	100	24			24	100
Other than Permanent	60			60	100	43			43	100
Male	60			60	100	43			43	100
Female	Nil			Nil	NA	Nil			Nil	NA
Workers										
Permanent	342	Workers were paid more than minimum wages		342	100	105	Workers were paid more than minimum wages		105	100
Male	341			341	100	105			105	100
Female	1			1	100	Nil			Nil	NA
Other than Permanent	1,737	180	10.36	1,557	89.64	1,412			1,412	100
Male	1,647	180	11	1,467	89	1,373			1,373	100
Female	90	-	-	90	100	39			39	100

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

	(₹ in Lacs)			
	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BoD)	5	436.18*	2	-*
Key Managerial Personnel [®]	1	32.66	1	129.91
Employees other than BoD and KMP	1,194	5.04	56	5.39
Workers	341	0.48	1	0.34

* Excludes Sitting Fees paid to Independent Directors.

[®] Excluding Managing Director & CEO who is forming part of BoD.

Note: Non-Independent Non-Executive Director forgone their entitlement of Sitting Fee.

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)

The Company does not have a single focal point for addressing Human Rights related issues. However, the HR team is responsible for addressing the same. In this regard Employees and Workers are encouraged to communicate such issues to HR team at Corporate Office and/or Manufacturing Facilities or they can also write to the available compliance helpline. During FY 2022-23 no issue or any violation pertaining was raised.

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

The mechanism works by following the instructions outlined below:

- The employees/ affiliates address their complaints or grievances or report instances to the Human Resource department/ Senior Management. No reprisal or retaliatory action is taken against any employee/ affiliate for raising concerns under this policy.
- A committee is formed/ designated to investigate the violations reported. The Committee evaluates the violations reported and ensures that the same is addressed and resolved. The Committee also, in consultation with the Senior Management, provides a suitable remedy.
- The Company periodically undertakes human rights due diligence process for management and oversight/monitoring of the policy and identify any shortcomings.

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

	FY 2022-23			FY 2021-22		
	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	1	Nil		Nil	Nil	
Discrimination at workplace	Nil	Nil		Nil	Nil	
Child Labour	Nil	Nil		Nil	Nil	
Forced Labour/Involuntary Labour	Nil	Nil		Nil	Nil	
Wages	Nil	Nil		Nil	Nil	
Other human rights related issues	Nil	Nil		Nil	Nil	

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

The Company has Vigil Mechanism i.e. Diversity and Inclusion and Whistle Blower Policy, whereunder complaints for discrimination and harassment or any other wrongdoing can be lodged without fear for adverse consequences. Company's Code of Conduct also requires Employees at large to behave responsibly. Besides this, the Company has also put in place Policy on Prevention of Sexual Harassment of Women at Workplace.

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

Yes, human rights requirements form part of RHIM Supplier Code of Conduct. Suppliers are mandated to comply with international recognized human rights standards and to work towards them in all business activities within their own sphere of influence. Any forced or compulsory labour is prohibited.

To be a part of the Company's value chain, the supplier must meet the following human rights requirements:

1. Child Labour: Only workers who meet the minimum employment age requirement in the country where there are working, may be hired by a Supplier. The Suppliers must comply with all the applicable labour laws, including those related to hiring, wages, hours worked, overtime and working conditions. The Suppliers are urged to formulate work-study programs and government sponsored educational programs for the younger working section of the society.
2. Wages and Hours: Working hours, wages and overtime pay must comply with all applicable laws. Workers must be paid at least the minimum legal wage or a wage that meets local industry standards. Workers should be paid annual leave and holidays as per the applicable laws.
3. Equal Opportunities / Anti-Discrimination: Suppliers are obliged to refrain from any discrimination and to ensure equal employment. Supplier shall not discriminate the employees, on the basis of nationality, colour, origin, ideology, religion, race, caste, creed, trade union or political activity, sexual orientation, age, sex, illness, disability, pregnancy or any medical condition.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100% of Company's Manufacturing Facilities are assessed internally and through Statutory bodies (such as Labour Department, Directorate of Industrial Safety and Health etc.) from time to time on these aspects.
Forced Labour/Involuntary Labour	
Sexual Harassment	
Discrimination at Workplace	
Wages	

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Not applicable

Leadership Indicators

1. **Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.**

Nil

2. **Details of the scope and coverage of any Human rights due-diligence conducted.**

Human rights due diligence is being covered as part of the other audits presently. EHS and HR department of the Company regularly conduct audit and inspection through internal audit protocols on Human Rights related issues. Exclusive Human rights due diligence is yet to be conducted.

3. **Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes

4. **Details on assessment of value chain partners:**

Parameter	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The Company has no formal procedure to assess the business partners for these matters.
Discrimination at Workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	

5. **Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.**

In compliance with RHIM's Supplier Code of Conduct, suppliers are audited and monitored on a variety of sustainability topics. Health and safety topics are given high priority in this operation. The corporation recognises the significance of health and safety regulations in every business. As a result, the Company has offered its assistance in developing such policies for suppliers who do not have them.

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:**

The Company uses Electricity supplied by State Industrial Grids in its Manufacturing Facilities in India. Diesel driven generator sets and forklifts are also used as emergency backups and internal transportation and Liquefied Petroleum Gas (LPG), Fuel Oil (FO), Coal, Natural Gas (NG) used in production activities at the Manufacturing Facilities.

Summary of Total Energy Consumed in Company's Manufacturing Facilities, is given in Table below:

Parameter	Units	FY 2022 - 23*	FY 2021 - 22*
Total electricity consumption (A)	GJ	101,108.56	106,320.70
Total fuel consumption (B) – (LPG, FO, NG, Coal)	GJ	406,812.29	396,525.89
Energy consumption through other sources (C) – (Diesel)	GJ	10,489.28	15,763.69
Total energy consumption (A+B+C)	GJ	518,410.13	518,610.28
Energy intensity per rupee of turnover [Total energy consumption in GJ / Turnover (in rupees in crores)]	GJ/Crores	207.24	259.30

* Aforesaid details are for three manufacturing facilities of the Company situated at Bhiwadi, Tangi and Visakhapatnam. Jamshedpur plant data, which was acquired on 31 January 2023, is not included.

No independent assessment/evaluation/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.

No

3. Provide details of the following disclosures related to water, in the following format:

Parameter	Units	FY 2022-23*	FY 2021-22*
Water withdrawal by source (in kilolitres)			
(i) Surface water	Kl	Nil	Nil
(ii) Groundwater	Kl	61,625.4	66,112.29
(iii) Third party water	Kl	Nil	Nil
(iv) Seawater / desalinated water	Kl	Nil	Nil
(v) Others by the entity	Kl	Nil	Nil
Total volume of water withdrawal (in kilolitres) (i+ii+iii+iv+v)	Kl	61,625.4	66,112.29
Total volume of water consumption (in kilolitres)	Kl	61,625.4	66,112.29
Water intensity per rupee of turnover (Water consumed / turnover)	Kl/Crores	24.63	33.05

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No independent assessment/evaluation/assurance has been carried out by an external agency.

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

The Company recognize the fact that our refractory plants are in not water scarce areas. However, we adopt water-saving technologies and closed-loop water circuit technology in these plants, which account for less than 10% of our total water use. Due to the efforts put in, we have been able to reduce ground water consumption by 50% and wastewater generation has significantly been reduced. Two of our plants have been able to achieve Zero discharge. Projects for setting up rainwater harvesting plants in the plants are currently on.

5. Please provide details of air emissions (other than GHG emissions) by the entity

Parameter	Units	FY 2022-23*	FY 2021-22*
Nox	Tons	41.06	42.97
Sox	Tons	28.76	25.66
Particulate matter (PM)	Tons	53.58	53.01
Persistent organic pollutants (POP)	NA	Nil	Nil
Volatile organic compounds (VOC)	Tons	0.039	0.02
Hazardous air pollutants (HAP)	NA	Nil	Nil

* Aforesaid details are for three manufacturing facilities of the Company situated at Bhiwadi, Tangi and Visakhapatnam. Jamshedpur plant data, which was acquired on 31 January 2023, is not included.

The Company has engaged external National Accreditation Board for Testing and Calibration Laboratories (NABL) accredited monitoring agencies to monitor emissions.

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

Parameter	Unit	FY 2022-23*	FY 2021-22*
Total Scope 1 emissions	Metric tonnes of CO₂ equivalent	33,768.23	32,668.66
Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available			
CO ₂		33,768.23	32,668.66
CH ₄	Metric tonnes of CO ₂ equivalent	Nil	Nil
N ₂ O		Nil	Nil
HFCs		Nil	Nil
PFCs		Nil	Nil
SF ₆		Nil	Nil
NF ₃		Nil	Nil
Total Scope 2 emissions	Metric tonnes of CO₂ equivalent	22,184.85	24,262.67
Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available			
CO ₂	Metric tonnes of CO ₂ equivalent	22,184.85	24,262.67
CH ₄		Nil	Nil
N ₂ O		Nil	Nil
HFCs		Nil	Nil
PFCs		Nil	Nil
SF ₆		Nil	Nil
NF ₃		Nil	Nil
Total Scope 1 and Scope 2 emissions per rupee of turnover	T Co2 e / Crores	22.36	28.46

* Aforesaid details are for three manufacturing facilities of the Company situated at Bhiwadi, Tangi and Visakhapatnam. Jamshedpur plant data, which was acquired on 31 January 2023, is not included.

No independent assessment/evaluation/assurance has been carried out by an external agency.

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

Yes, the Company has undertaken following initiatives:

- Change in Fuel from LDO to PNG has resulted in substantial reduction in emission.
- Conversion of SGR oil fired Kilns into Gas Fired Kilns.
- Modification of roller conveyor to closed Z Conveyor in Impact Mills.
- Developing suppliers in India for making Incineration system for Curing Ovens.
- Installation and regular monitoring of sewage treatment plants.
- Improving the Power Factor of 0.99 and above through AMPF system.
- Modification drying cycles for precast driers to reduce energy consumption.
- Replacement of conventional contactors with Thyristorised system in Electrical Driers.

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

a. Total Waste generated.

Parameter	FY 2022-23*	FY 2021-22*
Total Waste generated (in metric tonnes)		
Plastic waste (A)	31.30	6.20
E-waste (B)	4.00	1.61
Biomedical waste (C)	Nil	Nil
Construction and demolition waste (D)	Nil	Nil
Battery waste (E)	2.59	1.23
Radioactive waste (F)	Nil	Nil
Other Hazardous Waste — Used Oil / Grease or Spent Oil, Oily Cotton Waste, ETP Sludge (G)	11.41	8.1
Other Non-Hazardous Waste — Metal waste, Paper and cardboard Waste, Wood Waste, Plastic Jumbo bags, Plastic & Iron barrel scrap (H)	114.55	23.11
Total Waste Generated (A+B+C+D+E+F+G+H)	163.85	40.25

b. For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Parameter	FY 2022-23*	FY 2021-22*
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category:		
(i) Recycled	160.1	40.07
(ii) Re-used	Nil	Nil
(iii) Other recovery operations	3.75	0.18
Total	163.85	40.25

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

Parameter	FY 2022-23*	FY 2021-22*
Category:		
(i) Incineration	0.27	0.18
(ii) Landfilling	Nil	Nil
(iii) Other disposal operations	162.58	40.07
Total	163.85	40.25

* Aforesaid details are for three manufacturing facilities of the Company situated at Bhiwadi, Tangi and Visakhapatnam. Jamshedpur plant data, which was acquired on 31 January 2023, is not included.

No independent assessment/evaluation/assurance has been carried out by an external agency.

9. 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.

By 2025, RHI Magnesita group aims to include 10% secondary raw materials (SRM) per tonne of production. In India, the Bhiwadi plant has been able to put in practice a successful product recycling process wherein 22% of its products are now being recycled. There have been continuous process innovations being done in this regard at the plants of RHI Magnesita India to meet the global group targets. Company sites are maintaining the data of waste generated and disposal thereof and including the same in their monthly environmental dashboard. Hazardous waste is managed as per the regulatory requirement and record is maintained for the same. Waste is disposed to authorized handling agencies. Products are stored and handled as per the prescribed standards. Wherever applicable the company follows 6R principles (Rethink, Reduce, Reuse, Recycle, Refuse and Repair) for waste management. Awareness sessions are undertaken for the employees who have a role and responsibility towards waste management.

Followings are the key aspects of the waste management program implemented by the Company:

- To comply with the waste related statutory requirements as applicable. Further, the Company submits waste related returns to the regulatory authorities as per the statutory requirement.
- Disposal of the Hazardous and other categories of wastes such as e-wastes, used batteries through authorised recyclers and disposal agencies only.
- To the extent possible, recycle product process wastes.

10. 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:

No, as on the date of this Report the Company does not have any facility(ies) in/around ecologically sensitive areas.

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

Sr. no.	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
Nil						

12. 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:

Yes

Sr. 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
NA				

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	Unit	FY 2022-23*	FY 2021-22*
From renewable sources			
Total electricity consumption (A)	GJ	Nil	Nil
Total fuel consumption (B)	GJ	Nil	Nil
Energy consumption through other sources (C)	GJ	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	GJ	Nil	Nil
From non-renewable sources			
Total electricity consumption (D)	GJ	101,108.56	106,320.70
Total fuel consumption (E) – (LPG, FO, NG, Coal)	GJ	406,812.29	396,525.89
Energy consumption through other sources (F) – (Diesel)	GJ	10,489.28	15,763.69
Total energy consumed from non-renewable sources (D+E+F)	GJ	518,410.13	518,610.28

* Aforesaid details are for three manufacturing facilities of the Company situated at Bhiwadi, Tangi and Visakhapatnam. Jamshedpur plant data, which was acquired on 31 January 2023, is not included.

No independent assessment/evaluation/assurance has been carried out by an external agency.

2. Provide the following details related to water discharged:

Parameter	FY 2022-23*	FY 2021-22*
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	Nil	Nil
- With treatment	Nil	Nil
- Primary treatment	Nil	Nil
- Secondary treatment	Nil	Nil
- Tertiary treatment	Nil	Nil
(ii) To Groundwater		
- No treatment	Nil	Nil
- With treatment	Nil	Nil
- Primary treatment	Nil	Nil
- Secondary treatment	Nil	Nil
- Tertiary treatment	Nil	Nil
(iii) To Seawater		
- No treatment	Nil	Nil
- With treatment	Nil	Nil
- Primary treatment	Nil	Nil
- Secondary treatment	Nil	Nil
- Tertiary treatment	Nil	Nil
(iv) Sent to third-parties		
- No treatment	Nil	Nil
- With treatment	Nil	Nil
- Primary treatment	Nil	Nil
- Secondary treatment	Nil	Nil
- Tertiary treatment	Nil	Nil
(v) Others		
- No treatment	436.78	606.37
- With treatment	22,418	22,940
- Primary treatment	NA	NA
- Secondary treatment	NA	NA
- Tertiary treatment	NA	NA
Total water discharged (in kiloliters)	436.78	606.37

* Aforesaid details are for three manufacturing facilities of the Company situated at Bhiwadi, Tangi and Visakhapatnam. Jamshedpur plant data, which was acquired on 31 January 2023, is not included.

No independent assessment/evaluation/assurance has been carried out by an external agency.

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

None of the manufacturing facilities of the Company is situated in water stress area.

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

The Company is in the process of developing an SOP for monitoring of Scope 3 GHG emission.

5. **With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**
None of the Manufacturing Facilities of the Company is situated in Ecologically Sensitive Area.

6. **If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

Sr. no.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Roof Top Solar panels	0.5 MW Solar Panels have been installed at Visakhapatnam manufacturing facility	Use of Renewable Energy
2.	Sewage Treatment Plant	50 KLD MBBR type STP have been installed at Visakhapatnam manufacturing facility	Use of treated water for gardening
3.	Dual fuel and Retrofitted emission control device for DG sets	4 no's of 500 KVA DG sets modified with dual fuel (PNG) and RECD at Bhiwadi manufacturing facility	Reduction of emissions
4.	Fuel switch to Natural gas	Driers fuel switch from electricity to natural gas at Bhiwadi manufacturing facility	Reduction of emissions

7. **Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

The Company has developed Business Continuity Plan (BCP) and on-site Emergency Management Plan. The BCP of the Company has identified potential business disruption issues and recovery plan. The key issues that have been identified in the BCP are supply of raw materials, use of natural resource, operational continuity etc. The onsite Emergency Management Plan has identified potential emergency scenarios and disruptions that could affect business operation in short-term and long-term basis. This plan has also included guidelines on emergency response and post emergency measures.

8. **Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.**

No such impact is observed in financial year 2022-23. The Company has no formal reporting data collection method, this is monitored through public domain. We do not find any material negligence by our value chain partners on environment matters.

9. **Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

No formal assessment methodology available in the company.

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.**

The Company is affiliated with Six (6) Trade and Industry Chambers.

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

Sr. no.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	World Refractory Association	International
2.	Indian Refractory Makers Association	National
3.	Chemical & Allied Export Promotion Council (CAPEXIL)	National
4.	Indian Chamber of Commerce	State
5.	Confederation of Indian Industry	State
6.	Bhiwadi Manufacturers Association	State

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

None

Leadership Indicators

1. Details of public policy positions advocated by the entity

The Company directly or through trade bodies and other associations puts forth a number of suggestions with respect to the industry in general and its activities in particular.

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.

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:

Not applicable

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

RHI Magnesita has a CSR Team to monitor the CSR Projects regularly which continuously interacts with the concerned communities in the areas of operation. The grievances as and when they arise are timely addressed & resolved by the CSR Team.

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	63.50	42.50
Sourced directly from within the district and neighboring districts	Less than 2.00	Less than 2.00

Leadership Indicators

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

Not applicable

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

Sr. no.	State	Aspirational District	Amount spent (In ₹ Lacs)
1	Andhra Pradesh	Visakhapatnam	116.00

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

No

b. From which marginalized /vulnerable groups do you procure?

NA

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

NA

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

Not applicable

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

Not applicable

6. Details of beneficiaries of CSR Projects:

CSR initiatives mentioned below and pursued by the Company are meant to benefit vulnerable and marginalized groups of communities neighboring manufacturing facilities of the Company. However, percentage of beneficiaries therefrom is not ascertainable.

Sr. no.	CSR Project	No. of person benefitted from CSR Projects	Percentage of beneficiaries from vulnerable and marginalized groups
1.	Education, Technical Education including Research and Development	-	-
2.	Promoting Health Care including preventive health care	-	-
3.	Sanitation and hygiene support including health Awareness	-	-
4.	Rural Development Projects	-	-
5.	Integrated Community Development	-	-
6.	Skill development support	-	-
7.	Statutory Specified Funds	-	-

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.

Customer response and customer satisfaction are one of the most important factors of RHI Magnesita. The Company engages with its customers at various platforms to understand their expectations. Accordingly, corrective measures have been planned and implemented. Customer satisfaction trends are compiled, monitored and reviewed by top management at defined intervals for getting the directives for improvement.

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

Environmental and social parameters relevant to the product. Safe and responsible usage, Recycling and/or safe disposal are not being calculated as percentage of total turnover.

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	Nil		Nil	Nil	
Advertising	Nil	Nil		Nil	Nil	
Cyber-security	Nil	Nil		Nil	Nil	
Delivery of essential services	Nil	Nil		Nil	Nil	
Restrictive Trade Practices	Nil	Nil		Nil	Nil	
Unfair Trade Practices	Nil	Nil		Nil	Nil	
Other	Nil	Nil		Nil	Nil	

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

Nil

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, the Company has detailed framework on cyber security and risk related to data privacy and the same is available on website of the Company at <https://intranet.rhimagnesita.com/ethics-compliance/policies-guidelines/#skip>. This framework is aligned with ISO 27001:2022 (Information Security Management System).

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

Not applicable

Leadership Indicators

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

Details on products and services of the Company are available at its website www.rhimagnesitaindia.com.

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

To educate the consumers about the safe usage of the products, the Company has created various Product Information Sheet. Product application videos have also been created for quick references and links of videos are shared with the customers on need basis. One to one briefing meeting are also held with Customers as and when necessary.

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

In order to inform Customers of disruption/discontinuation of essential services, the Company sends E-mail communications. Our site and application team are in regular contact with customers to train and educate them.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

The Company displays product information on packaging as per the Customer requirement and applicable laws. This includes various technical specifications as required by customer. At various platform Company engages with customer to understand their concerns.

5. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact: Nil
- b. Percentage of data breaches involving personally identifiable information of customers: Nil

On behalf of the Board of Directors

Parmod Sagar

Managing Director & CEO

(DIN: 06500871)

Dr. Vijay Sharma

Chairman

(DIN:00880113)

Gurugram, 10 August 2023