



## Hawkins Cookers Limited

July 12, 2025

BSE Limited  
Phiroze Jeejeebhoy Towers  
Dalal Street  
Mumbai 400001

Dear Sirs,

**Sub: Business Responsibility and Sustainability Report for FY 2024-25.**

In terms of the requirements of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for the Financial Year 2024-25. The said Report also forms part of the Annual Report for the Financial Year 2024-25.

Thanking you,

Yours faithfully,  
for Hawkins Cookers Limited

Brahmananda Pani  
Company Secretary

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT FOR FY 2024-25

## SECTION A: GENERAL DISCLOSURES

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

### I. Details of the Listed Entity:

1. **Corporate Identity Number (CIN):**  
L28997MH1959PLC011304
2. **Name of the Listed Entity:**  
Hawkins Cookers Limited
3. **Year of incorporation:** February 25, 1959
4. **Registered office address:**  
F101, Maker Tower, Cuffe Parade,  
Mumbai 400005, India
5. **Corporate address:**  
F101, Maker Tower, Cuffe Parade,  
Mumbai 400005, India
6. **E-mail:** ho@hawkinscookers.com
7. **Telephone:** +91-22-24440807, +91-22-22186607
8. **Website:** www.hawkinscookers.com
9. **Financial year for which reporting is being done:**  
April 1, 2024, to March 31, 2025
10. **Name of the Stock Exchange(s) where shares are listed:**  
BSE Ltd.
11. **Paid-up Capital:** Rs.5.29 crores
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:**  
Brahmananda Pani, Company Secretary and Senior Vice President – Indirect Tax and Legal  
Contact: +91-22-42426276,  
Email: hbr@hawkinscookers.com
13. **Reporting boundary:**  
All disclosures under this report are made on standalone basis for Hawkins Cookers Limited.
14. **Name of the assurance provider:** Not applicable.
15. **Type of assurance obtained:** Not applicable.

### II. Products/Services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Manufacturing	Metal and Metal Products (Business Activity Code - C7)	81%
2.	Trade	Wholesale Trading (Business Activity Code - G1)	16%

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

Sr. No.	Product/ Service	NIC Code	% of Total Turnover
1.	Manufacture of Pressure Cookers and Cookware	28997	81%
2.	Wholesale of Cookware	51392	16%

### III. Operations

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

Location	No. of Plants	No. 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 States and 8 Union Territories
International (No. of Countries)	29 in FY 2024-25

##### b. What is the contribution of exports as a percentage of the total turnover of the entity? 6.7%

##### c. A brief on types of customers:

Homemakers, chefs, dealers, and governmental and private institutions such as Canteen Stores Department, police canteens, hotels, restaurants and corporates.

#### IV. Employees

##### 20. Details as at the end of Financial Year 2024-25

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

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>						
1.	Permanent (D)	313	271	87%	42	13%
2.	Other than Permanent (E)	150	115	77%	35	23%
3.	<b>Total employees (D+E)</b>	<b>463</b>	<b>386</b>	<b>83%</b>	<b>77</b>	<b>17%</b>
<b>Workers</b>						
4.	Permanent (F)	259	259	100%	–	–
5.	Other than Permanent (G)	1460	1446	99%	14	1%
6.	<b>Total Workers (F+G)</b>	<b>1719</b>	<b>1705</b>	<b>99%</b>	<b>14</b>	<b>1%</b>

##### b. Differently abled employees and workers: None

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

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

\*The Four Executive Directors are included in both Board of Directors and Key Management Personnel.

##### 22. Turnover rate for permanent employees and workers

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	23%	26%	23%	11%	10%	11%	19%	27%	20%
Permanent Workers	12%	–	12%	9%	–	9%	8%	–	8%

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

##### 23. (a) Name of Holding/Subsidiary/Associate Companies/Joint ventures: Not applicable.

#### VI. CSR Details:

##### 24. (i) Whether CSR is applicable as per section 135 of the Companies Act, 2013 (Yes/No): Yes.

(ii) Turnover (in Rs.) – Rs.1,115.7 Crores

(iii) Net Worth (in Rs.) – Rs.383.2 Crores

(For more Information, please refer **Annual Report on CSR in the Directors' Report**)

#### 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 (NGRBC):

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

Stakeholder Group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for grievance redress policy	FY 2024-25			FY 2023-24		
			Complaints filed during the year	Complaints pending resolution at close of the year	Remarks	Complaints filed during the year	Complaints pending resolution at close of the year	Remarks
Communities	Yes	<a href="https://www.hawkinscookers.com/download/The_Value_Chain_Partners_Code_of_Conduct.pdf">https://www.hawkinscookers.com/download/The_Value_Chain_Partners_Code_of_Conduct.pdf</a> , <a href="https://www.hawkinscookers.com/download/BRSPolicy.pdf">https://www.hawkinscookers.com/download/BRSPolicy.pdf</a> and <a href="https://www.hawkinscookers.com/VigilMechanism.aspx">https://www.hawkinscookers.com/VigilMechanism.aspx</a>	–	–	–	–	–	–
Investors (other than shareholders)	Yes		–	–	–	–	–	–
Shareholders	Yes		9	–	–	9	–	–
Employees and workers	Yes		16	8	Since Resolved	7	1	Since Resolved
Customers	Yes		33	1	Pending Resolution	14	–	–
Value Chain Partners	Yes		7	–	–	7	1	Since Resolved
Other (Individual Complaints)	Yes		–	–	–	–	–	–

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

Sr. No.	Material issue identified	Indicate Whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Climate Change	Opportunity	The pressure cooker reduces consumption of natural resources like cooking fuel and trees.	-	Positive
2.	Plastics	Risk	Reducing use of plastics is desirable.	Fully EPR compliant. Plastic packaging is 100% recyclable.	Positive
3.	Effluents and emissions	Risk	Proper management of effluents and emissions is required.	ETPs are operational at all plants. The treated water is recycled and used appropriately. Rainwater harvested.	Positive
4.	Energy conservation and use of Renewable Energy	Risk	Improving energy efficiency is desirable.	Solar Panels installed in plant. More energy efficient lights and fans used.	Positive

**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

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

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>										
1.	a. Whether your entity's policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web Link of the Policies, if available	1. Business Responsibility and Sustainability Policy <a href="https://www.hawkinscookers.com/download/BRSPolicy.pdf">https://www.hawkinscookers.com/download/BRSPolicy.pdf</a> 2. The Corporate Governance Code of Conduct <a href="https://www.hawkinscookers.com/TheCode.html">https://www.hawkinscookers.com/TheCode.html</a> 3. Equal Opportunity Policy <a href="https://www.hawkinscookers.com/download/EqualOpportunityPolicy.pdf">https://www.hawkinscookers.com/download/EqualOpportunityPolicy.pdf</a> 4. Vigil Mechanism/Whistle Blower Policy <a href="https://www.hawkinscookers.com/VigilMechanism.aspx">https://www.hawkinscookers.com/VigilMechanism.aspx</a> 5. Privacy Policy <a href="https://www.hawkinscookers.com/PrivacyPolicy.html">https://www.hawkinscookers.com/PrivacyPolicy.html</a> 6. CSR Policy <a href="https://www.hawkinscookers.com/CSRPolicy.pdf">https://www.hawkinscookers.com/CSRPolicy.pdf</a> 7. Related Party Transactions Policy <a href="https://www.hawkinscookers.com/RPT.aspx">https://www.hawkinscookers.com/RPT.aspx</a> 8. Remuneration Policy <a href="https://www.hawkinscookers.com/download/RemunerationPolicy.pdf">https://www.hawkinscookers.com/download/RemunerationPolicy.pdf</a> 9. Dividend Distribution Policy <a href="https://www.hawkinscookers.com/download/DividendDistributionPolicy.pdf">https://www.hawkinscookers.com/download/DividendDistributionPolicy.pdf</a> 10. The Value Chain Partners Code of Conduct <a href="https://www.hawkinscookers.com/download/The_Value_Chain_Partners_Code_of_Conduct.pdf">https://www.hawkinscookers.com/download/The_Value_Chain_Partners_Code_of_Conduct.pdf</a>								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Do the enlisted policies extend to your value chain partners?	Appropriate policies extend to our value chain partners.								
4.	Name of the national and international codes/certifications/labels/standards adopted by your entity and mapped to each principle.	Your company is in compliance with all laws governing legal, financial, regulatory, environmental and pollution control matters. Pressure cookers and cookware have certification of BIS and carry ISI mark where applicable.								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	No specific commitments, but your company has taken measures in areas such as sustainable sourcing, energy efficiency, water conservation, recycling of material, reduction in use of plastic and paper, treatment of waste and water discharge and rainwater harvesting.								

6.	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	We appropriately monitor performance and take the required corrective action.									
<b>Governance, leadership and oversight</b>											
7.	Statement by director responsible for the business responsibility report, highlighting ESG related Challenges, targets and achievements. Neil Vasudeva (DIN:09208715), Executive Director – Marketing: "We remain committed to performing our ESG responsibilities to the best of our abilities and in areas connected to our main business which in itself is beneficial to the environment."										
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policies.	Subhadip Dutta Choudhury (DIN: 00141545) Chairman of the Board of Directors & Chief Executive Officer.									
9.	Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No) If yes, provide details.	Yes, Neil Vasudeva (DIN: 09208715), Executive Director – Marketing, is the Business Responsibility and Sustainability Head.									
<b>10. Details of Review of NGRBCs by the Company:</b>											
	<b>Subject for Review</b>	<b>Indicate whether review was undertaken by Director/Committee of the Board/ Any other Committee</b>	<b>Frequency (Annually/Half-yearly/Quarterly/Any Other)</b>								
		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 Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances.	The review is done by a Director or other employees/committees.	At least once annually or more often.								
11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No) If yes, provide name of the agency.	P1 P2 P3 P4 P5 P6 P7 P8 P9	Yes, The working of some of its policies are subject to audit by the Statutory Auditors, M/s. Kalyaniwalla & Mistry LLP, Secretarial Auditors, M/s. Jayshree Dagli & Associates and Safety Auditors, JOGI Safe Tech Pvt. Ltd. and SAFELINE Services. Assessment is also carried as part of the internal review of your Company.								

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

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

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

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

**Essential Indicators**

**1. Percentage coverage by training & awareness programs on any of the Principles during FY 2024-25:**

Segment	Total number of training and awareness programmes held	Topics/Principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors (BoD)	5	Regulatory developments in corporate governance, Companies Act, SEBI, Environmental and safety issues, Risk assessment and mitigation, Corporate Social Responsibility, Business environment.	100%
Key Management Personnel (KMP)	17	Regulatory developments in corporate governance, Companies Act, SEBI, Environmental and safety issues, Risk assessment and mitigation, Corporate Social Responsibility, Skills development, Business environment, Team building.	100%
Employees other than BoD and KMP	151	Code of Conduct, Creating a respectful workplace (POSH), Skill Development, Safety and Health, Team building, Management of Self.	86%

**Business Responsibility & Sustainability Report (Continued)**

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
Workers	108	Code of Conduct, Creating a respectful workplace (POSH), Skill Development, Health, Safety, Environment & Fire (HSEF), Team building, Management, Human Rights.	60%

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

Monetary					
S.N.	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
1	1	BSE Ltd.	Rs.2360/-	Inadvertent delay of one day in submitting the Annual Secretarial Compliance Report to BSE.	No

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

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

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:**  
 The Business Responsibility and Sustainability Policy, The Corporate Governance Code of Conduct, The Vigil Mechanism/Whistle Blower Policy, The Value Chain Partners Code of Conduct which encourage ethical dealings, are available at the website of our Company at <https://www.hawkinscookers.com/download/BRSPolicy.pdf>, <https://www.hawkinscookers.com/TheCode.html> and <https://www.hawkinscookers.com/VigilMechanism.aspx>, [https://www.hawkinscookers.com/download/The\\_Value\\_Chain\\_Partners\\_Code\\_of\\_Conduct.pdf](https://www.hawkinscookers.com/download/The_Value_Chain_Partners_Code_of_Conduct.pdf). All the value chain partners have been made aware of the need to be ethical in all their dealings and not to take or offer bribes from/to any company employee.
5. **Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:** None.
6. **Details of complaints with regard to conflict of interest:** None.

7. **Provide details of any corrective action taken or underway on issues related to fines, penalties, action taken by regulators, law enforcement agencies, judicial institutions, on cases of corruption and conflicts of interest:** Not applicable.

8. **Number of days of accounts payables:**

	FY 2024-25	FY 2023-24
Number of days of accounts payables	38	38

9. **Openness of Business**

**Provide details of concentration of purchases and sales with trading houses, dealers and related parties along-with loans and advances & investments, with related parties.**

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	98%	98%
	b. Number of dealers/distributors to whom sales are made	9804	9574
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	37%	40%
Share of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	-	-
	b. Sales (Sales to related parties/Total Sales)	0.02%	0.01%
	c. Loans & advances (Loans & advances given to related parties/Total Loans & advances)	-	-
	d. Investments (Investments in related parties/Total Investments made)	-	-

**PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe.**

**Essential Indicators**

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.**

	FY 2024-25	FY 2023-24	Details of Improvements in environmental and social impacts
<b>R&amp;D</b>	99%	95%	More efficient Pressure Cookers, Cookware and Electrical Products.
<b>Capex</b>	72%	92%	Safer Machinery, Improved Fire System and other improvements to reduce worker fatigue.

2. **a. Does the entity have procedures in place for sustainable sourcing? (Yes/No):** Yes.  
**b. If yes, what percentage of inputs were sourced sustainably?** 42%.

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.** Your Company follows Extended Producer Responsibility (EPR). E-waste and hazardous waste are disposed through authorised agencies. Aluminium scrap is recycled under the "Cashback" scheme run through dealers.
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 (PCBs) ? If not, provide steps taken to address the same.** Yes. The waste collection plan is in line with the guidelines prescribed by PCBs.

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

**Essential Indicators**

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

<b>%age of Employees Covered</b>											
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefit		Paternity Benefit		Day Care facilities	
		Number (B)	%age (B/A)	Number (C)	%age (C/A)	Number (D)	%age (D/A)	Number (E)	%age (E/A)	Number (F)	%age (F/A)
<b>Permanent Employees</b>											
Male	271	271	100%	–	–	NA	NA	–	–	103	38%
Female	42	42	100%	–	–	42	100%	NA	NA	33	79%
<b>Total</b>	<b>313</b>	<b>313</b>	<b>100%</b>	–	–	<b>42</b>	<b>13%</b>	–	–	<b>136</b>	<b>43%</b>
<b>Other than Permanent Employees</b>											
Male	115	115	100%	–	–	NA	NA	–	–	–	–
Female	35	35	100%	–	–	35	100%	NA	NA	–	–
<b>Total</b>	<b>150</b>	<b>150</b>	<b>100%</b>	–	–	<b>35</b>	<b>23%</b>	–	–	–	–

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

	Total (A)	Health Insurance		Accident Insurance		Maternity Benefit		Paternity Benefit		Day Care facilities	
		Number (B)	%age (B/A)	Number (C)	%age (C/A)	Number (D)	%age (D/A)	Number (E)	%age (E/A)	Number (F)	%age (F/A)
<b>Permanent Workers</b>											
Male	259	91	35%	–	–	NA	NA	–	–	–	–
Female	–	–	–	–	–	–	–	NA	NA	–	–
<b>Total</b>	<b>259</b>	<b>91</b>	<b>35%</b>	–	–	–	–	–	–	–	–
<b>Other than Permanent Workers</b>											
Male	1446	–	–	–	–	NA	NA	–	–	21	1%
Female	14	–	–	–	–	14	100%	NA	NA	9	64%
<b>Total</b>	<b>1460</b>	–	–	–	–	<b>14</b>	<b>1%</b>	–	–	<b>30</b>	<b>2%</b>

Note: All the factory locations have well-staffed and well-equipped ambulance rooms or an ESI hospital close by. Creche is available wherever applicable.

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

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the Company	0.41%	0.39%

**Business Responsibility & Sustainability Report (Continued)**

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

Benefit	FY 2024-25			FY 2023-24		
	No. of Employees covered as a % of total employees*	No. of Workers covered as a % of total Workers*	Deducted and deposited with authority (Y/N/N.A.)	No. of Employees covered as a % of total employees*	No. of Workers covered as a % of total Workers*	Deducted and deposited with authority (Y/N/N.A.)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	55%	Yes	100%	25%	Yes
ESI	–	86%	Yes	–	79%	Yes

\* 100% of employees and workers who are eligible for the benefits as per statute are covered.

**3. Accessibility of workplaces:**

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

**4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.** Yes. Your Company has an Equal Opportunity Policy in place, available at <https://www.hawkinscookers.com/download/EqualOpportunityPolicy.pdf>.

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

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

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

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers Other than Permanent Workers Permanent Employees Other than Permanent Employees	Yes, including discussions through the normal chain of command, the Vigil Mechanism/ Whistle Blower Policy, Policy on Prevention of Sexual Harassment at the Workplace, Town Halls and regular meetings between Management and Union Committee members. Complaints/Suggestion Boxes are suitably placed in all plants.

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

Category	FY 2024-25			FY 2023-24		
	Total Employees/ Workers in respective category (A)	No. of Employees/ Workers who are part of association(s) or Union (B)	% (B/A)	Total Employees/ Workers in respective category (C)	No. of Employees/ Workers who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	7	6	86%	8	5	63%
Male	7	6	86%	8	5	63%
Female	–	–	–	–	–	–
Total Permanent Workers	259	259	100%	283	283	100%
Male	259	259	100%	283	283	100%
Female	–	–	–	–	–	–

**8. Details of training given to employees and workers:**

Category	FY 2024-25					FY 2023-24				
	Total (A)	On Health and Safety measures		On Skill upgradation		Total (D)	On Health and Safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	386	171	44%	210	54%	380	111	29%	299	79%
Female	77	36	47%	24	31%	60	12	20%	48	80%
Total	463	207	45%	234	51%	440	123	28%	347	79%
<b>Workers</b>										
Male	1446	1034	72%	834	58%	1348	993	74%	739	55%
Female	14	–	–	–	–	11	–	–	–	–
Total	1460	1034	71%	834	57%	1359	993	73%	739	54%

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	386	271	70%	380	276	73%
Female	77	42	55%	60	34	57%
<b>Total</b>	<b>463</b>	<b>313</b>	<b>68%</b>	<b>440</b>	<b>310</b>	<b>70%</b>
<b>Workers</b>						
Male	1446	259	18%	1348	283	21%
Female	14	–	–	11	–	–
<b>Total</b>	<b>1460</b>	<b>259</b>	<b>18%</b>	<b>1359</b>	<b>283</b>	<b>21%</b>

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage of such system? Yes, across all locations.

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

- i. Machines have safety guards.
- ii. Safety Committees at each plant meet regularly to discuss actions and suggestions to further improve safety.
- iii. Third party and internal safety audits are performed at periodic intervals.
- iv. Awareness and training sessions are conducted across all locations periodically.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N) Yes. Your Company follows the Hazard Identification and Risk Assessment (HIRA) System. All workers are requested to report work related hazards and potential risks to reporting management and senior management.

d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (Yes/No) Yes. All the factory locations have well-staffed and well-equipped ambulance rooms or an ESI hospital close by for any medical assistance, occupational or non-occupational, and all employees/workers are covered by the Company's Medical Benefits or insurance policies as applicable.

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

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	–	–
	Workers	0.9	0.2
Total recordable work-related injuries (per one million-person hours worked)	Employees	–	–
	Workers	1	1
No. of fatalities	Employees	–	–
	Workers	–	–
No. of high consequence work-related injury or ill-health (excluding fatalities)	Employees	–	–
	Workers	–	–

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

1. Safety Committees at all plants meet regularly to improve workplace safety.
2. Workers undergo health check-ups as per statutory guidance.
3. Personal Protective Equipment (PPE) supplied.
4. Fire alarms, fire extinguishers set up across all locations.
5. On-site emergency plan in place to mitigate work related hazards.
6. Access to Ambulance and first aid at all plants.
7. Air Pollution Control Device are installed at all plants.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working condition	4	1	Since Resolved	12	3	Since Resolved
Health & safety	8	4	Since Resolved	10	–	–

14. Assessments for the year:

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

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health & safety practices and working conditions. Various improvements and changes are made in machine design, workplace, lighting and such aspects.

## Business Responsibility & Sustainability Report (Continued)

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

#### Essential Indicators

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

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

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

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

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

### PRINCIPLE 5: Businesses should respect and promote human rights

#### Essential Indicators

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	313	204	65%	310	179	58%
Other than Permanent	150	–	–	130	–	–
<b>Total Employees</b>	<b>463</b>	<b>204</b>	<b>44%</b>	<b>440</b>	<b>179</b>	<b>41%</b>
<b>Workers</b>						
Permanent	259	8	3%	283	–	–
Other than Permanent	1460	771	53%	1076	724	67%
<b>Total Workers</b>	<b>1719</b>	<b>779</b>	<b>45%</b>	<b>1359</b>	<b>724</b>	<b>53%</b>

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

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>	<b>313</b>	–	–	<b>313</b>	<b>100%</b>	<b>310</b>	–	–	<b>310</b>	<b>100%</b>
Male	271	–	–	271	100%	276	–	–	276	100%
Female	42	–	–	42	100%	34	–	–	34	100%

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Other than Permanent</b>	<b>150</b>	–	–	<b>150</b>	<b>100%</b>	<b>130</b>	–	–	<b>130</b>	<b>100%</b>
Male	115	–	–	115	100%	104	–	–	104	100%
Female	35	–	–	35	100%	26	–	–	26	100%
<b>Workers</b>										
<b>Permanent</b>	<b>259</b>	–	–	<b>259</b>	<b>100%</b>	<b>283</b>	–	–	<b>283</b>	<b>100%</b>
Male	259	–	–	259	100%	283	–	–	283	100%
Female	–	–	–	–	–	–	–	–	–	–
<b>Other than Permanent</b>	<b>1460</b>	–	–	<b>1460</b>	<b>100%</b>	<b>1076</b>	–	–	<b>1076</b>	<b>100%</b>
Male	1446	–	–	1446	100%	1065	–	–	1065	100%
Female	14	–	–	14	100%	11	–	–	11	100%

3. Details of remuneration/salary/wages:

a. Median remuneration/wages

	Male		Female	
	No.	Median remuneration/salary/wages (In Rs. Lakhs)	No.	Median remuneration/salary/wages (In Rs. Lakhs)
Board of Directors (BoD)*	4	394.74	–	–
Key Managerial Persons (KMP)**	5	264.51	–	–
Employees other than BoD and KMP#	266	11.84	42	10.44
Workers#	259	5.96	–	–

\* Only Wholtime Directors are considered.

\*\* Includes four Wholtime Directors.

# Only Permanent are considered.

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages#	5.1%	4.7%

# Only Permanent are considered.

4. Do you have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No). Yes. The Personnel Department is responsible for addressing such human rights impacts or issues.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues. Mechanisms in place are the normal chain of command, Town Halls, escalation to higher levels under an open-door policy, the Vigil Mechanism/Whistle Blower Policy, the Business Responsibility and Sustainability Policy, The Value Chain Partners Code of Conduct and joint management and union committee members meetings.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual harassment	–	–	–	–	–	–
Discrimination at workplace	–	–	–	–	–	–
Child Labour	–	–	–	–	–	–
Forced Labour/ Involuntary Labour	–	–	–	–	–	–
Wages	–	–	–	–	–	–
Other Human rights related issues	–	–	–	–	–	–

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

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

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases. The Equal Opportunity Policy, POSH Policy and Business Responsibility and Sustainability Policy prohibits discrimination and harassment. The Vigil Mechanism/ Whistle Blower Policy, The Value Chain Partners Code of Conduct protect complainants from adverse consequences. Any individual who raises a genuine concern in good faith will not suffer any form of retribution, even if it is later discovered that the complaint is unfounded.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No) Yes. Business communications by your Company include clauses, where relevant, on compliance with applicable laws and/or regulatory requirements and clauses pertaining to human rights.

**Business Responsibility & Sustainability Report (Continued)**

**10. Assessments for the year:**

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

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

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

**Essential Indicators**

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

Parameter (Giga Joules/GJ)	FY 2024-25	FY 2023-24
<b>From renewable sources</b>		
Total electricity consumption (A)	53.3	58.2
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	53.3	58.2
<b>From non-renewable sources</b>		
Total electricity consumption (D)	52993.3	45482.8
Total fuel consumption (E)	1931.5	1345.4
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	54924.8	46828.2
Total energy consumed (A+B+C+D+E+F)	54978.1	46886.5
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from operations)	0.000005	0.000005
Energy intensity per rupee of turnover adjusted for Purchasing power parity (Total energy consumed/Revenue from operations adjusted for PPP)	0.000005	0.000005
Energy intensity in terms of physical output	0.01	0.01
Energy intensity (Total energy consumed/Rs. Crore turnover)	49.27	45.78

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

**2. Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) 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.**

**3. Provide details of following disclosures related to water**

Parameter	FY 2024-25	FY 2023-24
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	67341	66999
(iii) Third party water	5790	7767
(iv) Seawater/desalinated water	-	-
(v) Others	-	8600
Total volume of water withdrawal (in kilolitres) (i+ii+iii+iv+v)	73131	83366
Total water consumption (in kilolitres)	47523	64370
Water intensity per rupee of turnover (Total water consumption/Revenue from operations)	0.000004	0.000006
Water intensity per rupee of turnover adjusted for Purchasing power parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP)	0.000004	0.000006
Water intensity in terms of physical output	0.01	0.01
Water intensity (Total water consumption/Rs. Crore turnover)	42.6	62.9

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

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

Parameter	FY 2024-25	FY 2023-24
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
- No treatment	-	-
- With treatment – please specify the level of treatment	-	-
(ii) To Ground water		
- No treatment	-	-
- With treatment – please specify the level of treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – please specify the level of treatment	-	-
(iv) Sent to third parties		
- No treatment	-	-
- With treatment – please specify the level of treatment	-	-
(v) Others		
- No treatment	94.2	92.7
- With treatment – ETP, STP	25514.2	18903.1
Total water discharged (in kilolitres)	<b>25608.5</b>	<b>18995.7</b>

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

5. **Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.** Yes. Zero Liquid Discharge (ZLD) has been implemented at our Thane Plant. High-capacity ETPs (Effluent Treatment Plant) and STPs (Sewage Treatment Plant) are operational at all plants. The treated water is recycled and used in gardening, cooling towers and flushing toilets.
6. **Please provide details of air emissions (other than GHG emissions) by the entity.**

Parameter	Unit	FY 2024-25	FY 2023-24
NOx	ug/m3	42.6	58.5
SOx	ug/m3	9.4	30.5
Particulate Matter (PM)	mg/m3	72.1	63.9
Persistent Organic Pollutants (POP)	ppm	-	-
Volatile Organic Compounds (VOC)	ppm	0.1	0.1
Hazardous Air Pollutants (HAP)	ppm	0.2	0.3
Others - Carbon Emissions	ppm	0.1	0.3

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

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	2264.8	2138.1
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)		9278.2	8005.9
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)		0.000001	0.000001
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations adjusted for PPP)		0.000001	0.000001
Total Scope 1 and Scope 2 emission intensity in terms of physical output		0.001	0.001
Total Scope 1 and Scope 2 emission intensity (Total Scope 1 and Scope 2 GHG emissions/ Rs. Crore Turnover)		10.3	9.9

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

8. **Does the entity have any project related to reducing Green House Gas (GHG) emission? If Yes, then provide details.** Yes. RECD (Retrofit Emission Control Device) continued to be used on all DG (Diesel Generator) sets to reduce particulate matter. Use of renewable energy, Energy efficient LED bulbs and BLDC Fans.
9. **Provide details related to waste management by the entity:**

Parameter	FY 2024-25	FY 2023-24
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	18.4	4.3
E-waste (B)	1.5	1.9
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	212.6	809.9
Battery waste (E)	-	0.4
Radioactive waste (F)	-	-
Other Hazardous waste (process waste, residue, sludge etc.) (G)	83.8	115.5
Other Non-hazardous waste generated Please specify, if any. (H) (Break-up by composition i.e. by materials relevant to the sector)	123.5	180.1
Total (A+B+C+D+E+F+G+H)	439.8	1112.1
Waste intensity per rupee of turnover (Total waste generated/ Revenue from operations)	0.00000004	0.0000001
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/ Revenue from operations adjusted for PPP)	0.00000004	0.0000001
Waste intensity in terms of physical output	0.00005	0.00014
Waste intensity (Total waste generated/Rs. Crore Turnover)	0.39	1.08
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	81.1	109.7
(iii) Other disposal operations	354.2	1002.4
Total	435.3	1112.1

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

**Business Responsibility & Sustainability Report (Continued)**

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes. Your Company follows 3R (Reduce, Reuse and Recycle) Waste Management Policy which is explicit from the following:

1. Effluent from toilets and canteen are treated in STP using the Moving Bed Biofilm Reactor (MBBR) process.
2. Effluents from manufacturing processes are treated in ETP.
3. Disposal of the sludge generated is done through government-approved waste management firms.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals/clearances are required: Not applicable.

12. Details of Environmental Impact Assessments (EIA) of projects undertaken by the entity based on applicable laws, in the current financial year: Not applicable.

13. Is the entity compliant with the applicable environmental law, regulations, guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y/N): Yes.

**Leadership Indicators**

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	2720	2206
Total Scope 3 emissions per rupee of turnover		0.0000002	0.0000002
Total Scope 3 emission intensity (Total Scope 3 emissions per Rs. Crore Turnover)		2.4	2.2

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.

**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: 5
- 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	Bombay Chamber of Commerce	National
2	Advertising Standards Council of India	National
3	Media Research Users Council	National
4	Indian Society of Advertisers	National
5	All India Pressure Cooker Industries Association	National

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

**Leadership Indicators**

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

S. N.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others)	Web Link, if available
1.	Advocated use of pressure cookers to save fuel, save money and save water.	Campaign done on social media	Yes	Annually	<a href="https://www.savewithpressurecookers.com/">https://www.savewithpressurecookers.com/</a>

**PRINCIPLE 8: Businesses should promote inclusive growth and equitable development**

**Essential Indicators**

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year. No SIA needed as per applicable laws.
2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity: Not applicable.

3. **Describe the mechanisms to receive and redress grievances of the community.** The email ID enquiry@hawkinscookers.com is used by the community to report grievances. The email ID cs@hawkins.in is printed on all product cartons. Any grievances are dealt with suitably by the appropriate Company officials.

4. **Percentage of input material sourced from suppliers:**

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/small producers	39%	52%
Directly from within the State	93%	97%

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

Location	FY 2024-25	FY 2023-24
Rural	–	–
Urban	16%	15%
Semi-urban	24%	24%
Metropolitan	60%	61%

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

**Essential Indicators**

1. **Describe the mechanisms in place to receive and respond to consumer complaints and feedback.** Your Company has a wide network of 877 Company-trained and authorised service centres, whose service performance is periodically assessed by us. Feedback is systematically taken from consumers who receive service, to assess their satisfaction with the quality of service and the service provider. Customers can reach us on email or phone with their issues, which are attended by the Consumer Service team. The email ID and contact number have been printed on each product carton and on our website.

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

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

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

	FY 2024-25		Remarks	FY 2023-24		Remarks
	Received during the year	Pending Resolution at the end of the year		Received during the year	Pending Resolution at the end of the year	
Data Privacy	–	–	–	–	–	–
Advertising	–	–	–	–	–	–
Cyber-security	–	–	–	–	–	–
Delivery of essential services	–	–	–	–	–	–
Restrictive Trade Practices	–	–	–	–	–	–
Unfair Trade Practices	–	–	–	–	–	–

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

	Number	Reasons for recall
Voluntary Recalls	–	–
Forced Recalls	–	–

5. **Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/ No) If available, provide a web-link of the policy.** Yes. The privacy policy is available on our website at <https://www.hawkinscookers.com/PrivacyPolicy.html>. Your Company has circulated IT Policy to its employees for user administration.

6. **Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services.** Your Company regularly assesses and strengthens its cyber security based on internal and expert assessment, taking into account the latest developments in the field.

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

- a. **Number of instances of data breaches.** None.
- b. **Percentage of data breaches involving personally identifiable information of customers.** None.
- c. **Impact, if any, of the data breaches.** None.