



Date: 27 August, 2025

To The Listing Department BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001 BSE SCRIP CODE: 532527	To The Listing Department National Stock Exchange of India Limited “Exchange Plaza” C-1, Block G, Bandra-Kurla Complex, Bandra (E), Mumbai- 400 051 NSE SYMBOL: RKFORGE
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Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report for the Financial Year 2024-25

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the **Business Responsibility and Sustainability Report (“BRSR”)** of the Company for the **Financial Year 2024-25**.

Copy of the same is also available on the website of the Company at the following Link:
<https://ramkrishnaforgings.com/wp-content/uploads/2024/08/business-responsibility-sustainability-report-fy-2024-25.pdf>.

Request to kindly take the same into record.

Thanking you.

Yours faithfully,
For Ramkrishna Forgings Limited

Rajesh Mundhra
Company Secretary
& Compliance Officer
ACS: 12991

Encl.: As above



REGISTERED & CORPORATE OFFICE

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CIN NO. :L74210WB1981PLC034281



**Ramkrishna Forgings
Limited**

**Business
Responsibility &
Sustainability
Report
FY 2024-25**



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Foreword

BRSR Overview

Section A: General Disclosures

Section B: Management and Process Disclosures

Section C: Principle-wise Performance Disclosures

Principle 1	Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable
Principle 2	Businesses should provide goods and services in a manner that is Sustainable and Safe
Principle 3	Businesses should respect and promote the Well-Being of all Employees, including those in their Value Chains
Principle 4	Businesses should respect the interests of and be responsive to all their Stakeholders
Principle 5	Businesses should respect and promote Human Rights
Principle 6	Businesses should respect and make efforts to protect and restore the Environment
Principle 7	Businesses, when engaging in influencing Public and Regulatory Policy, should do so in a manner that is Responsible and Transparent
Principle 8	Businesses should promote inclusive Growth and Equitable Development
Principle 9	Businesses should engage with and provide value to their Consumers in a Responsible Manner

SECTION A: GENERAL DISCLOSURES

I. Details of listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L74210WB1981PLC034281
2. Name of the Listed Entity	Ramkrishna Forgings Limited ("RKFL"/"the Company")
3. Year of Incorporation	12 November, 1981
4. Registered Office address	23, Circus Avenue, 9 th Floor, Kolkata – 700017
5. Corporate address	23, Circus Avenue, 9 th Floor, Kolkata – 700017
6. E-mail	secretarial@ramkrishnaforgings.com
7. Telephone	(033) - 7122 0900
8. Website	www.ramkrishnaforgings.com
9. Financial year for which reporting is being done	Financial Year 2024-25
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited (Scrip Code: 532527) National Stock Exchange of India Limited (NSE Symbol: RKFORGE)
11. Paid-up Capital	Rs. 3,620.61 Lakhs
12. Name and contact details of the person who may be contacted in case of any queries in the BRSR report	Mr. Rajesh Mundhra, Company Secretary & Compliance Officer Phone: 033 - 7122 0900 Email: secretarial@ramkrishnaforgings.com
13. Reporting boundary	The disclosures under this report are made on a Standalone basis
14. Name of assurance provider	Not Applicable for the Financial Year 2024-25
15. Type of assurance obtained	Not Applicable for the Financial Year 2024-25

II. Products/services

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

Sl. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Forged Products	Manufacturing of different types of metal and metal products	94.70%

17. Products/Services sold by the entity (accounting for 90% of the entity's Revenue from Operations):

Sl. No.	Product/Service	NIC Code	% of total Revenue from Operations contributed
1	Steel Forgings including Front Axles Beams, Crown Wheels and Knuckles	259	94.70%

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	10	11	21
International	0	6	6

19. Markets served by the entity

a) Number of locations:

Locations	Number
National (No. of States)	20
International (No. of Countries)	18

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

The contribution of exports as a percentage of Total Turnover of the Company during the Financial Year 2024-25 is 40.78%.

c. A brief on types of customers

The Company is one of the leading integrated forgings manufacturer and suppliers of high precision components to various industries across the globe. It supplies world class forged, machined & fabricated products to diverse sectors like Automotive, Railways, Farm Equipment, Earth Moving, Mining & Construction, Oil & Gas, Power and General Engineering.

The Company has also expanded in product portfolio for Electric Vehicle Segment.

IV. Employees

20. Details as at the end of the Financial Year

a) Employees and Workers (including differently abled):

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	1,570	1,510	96%	60	4%
2.	Other than Permanent (E)			NIL		
3.	Total employees (D + E)	1,570	1,510	96%	60	4%
WORKERS						
4.	Permanent (F)	1,206	1,204	100%	2	0%
5.	Other than Permanent (G)	5,003	4,909	98%	94	2%
6.	Total workers (F + G)	6,209	6,113	98%	96	2%

b. Differently abled Employees and workers:

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)					
2.	Other than Permanent (E)				NIL	
3.	Total differently-abled employees (D + E)					
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)					
5.	Other than permanent (G)				NIL	
6.	Total differently abled workers (F + G)					

21. Participation/Inclusion/Representation of women as at the end of Financial Year:

Particulars	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors (BoD)	11	2	18%
Key Management Personnel (KMP)#	5	NIL	NIL

#Includes 1 Managing Director, 3 Whole-time Directors and a Company Secretary



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

22. Turnover rate for permanent employees and workers:

Particulars	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	12%	15%	12%	11%	16%	11%	12%	12%	12%
Permanent Workers	3%	NIL	3%	4%	NIL	4%	2%	NIL	2%

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

23. (a) Names of holding/subsidiary / associate companies / joint ventures as on 31 March, 2025:

Sl. No.	Name of the holding/ subsidiary/associate companies/ joint ventures (A)	Indicate whether holding/ subsidiary/ associate company/ 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.	Ramkrishna Forgings LLC	Subsidiary	100%	No
2.	Multitech Auto Private Limited	Subsidiary	100%	No
3.	Mal Metalliks Private Limited*	Subsidiary	100%	No
4.	Ramkrishna Casting Solutions Limited (erstwhile JMT Auto Limited)	Subsidiary	100%	No
5.	Ramkrishna Forgings Mexico S.A de C.V.#	Subsidiary	100%	No
6.	Ramkrishna Titagarh Rail Wheels Limited	Subsidiary	51%	No

*Mal Metalliks Private Limited is the wholly owned subsidiary of Multitech Auto Private Limited and Step-down Subsidiary of the Company

#Resortes Libertad S.A de C.V was acquired by the Company on 13 August, 2024, changed its name to Ramkrishna Forgings Mexico S.A de C.V

§The Company divested 100% of the shareholding of Globe All India Services Limited and thus it ceased to be a subsidiary of the Company w.e.f 11 September, 2024

©ACIL Limited, 100% subsidiary merged with the Company vide Hon'ble National Company Law Tribunal, Kolkata Bench Order dated 27 March, 2025

VI. CSR Details

24. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: Yes

(ii) Turnover (in Rs.): Rs. 3,63,429.92 Lakhs

(iii) Net worth (in Rs.): Rs. 3,01,013.83 Lakhs

VII. Transparency and Disclosures Compliances:

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) <i>(If yes, then provide web-link for grievance redress policy)</i>	FY-2024-25 Current Financial Year			FY-2023-24 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes Weblink: https://ramkrishnaforgings.com/contact-us/	NIL	NIL		NIL	NIL	
Investors (Other than shareholders)	Not Applicable	Not Applicable	Not Applicable		Not Applicable	Not Applicable	
Shareholders	Yes, as disclosed to the Stock Exchanges as per SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 Weblink: https://ramkrishnaforgings.com/contact-information-of-designated-officials-investor-grievances/	1	NIL	No Remarks	12	NIL	No Remarks

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Employees and workers	Yes, we have an Employee Redressal Mechanism and Dispute Settlement Policy. Weblink: http://172.21.1.207/Policies/Grievance/23-Employee_Grievance_Dispute%20Settlement%20Policy.pdf	NIL	NIL		NIL	NIL	
Customers	The Company follows grievance redressal mechanisms by way of immediate 8D Action Plans within 24 hours from the receipt of complaint from customers, if any and a complete root-cause analysis is provided to customers. Weblink: https://ramkrishnaforgings.com/our-business/	NIL	NIL	No Remarks	NIL	NIL	No Remarks
Value Chain Partners	Yes Weblink: https://ramkrishnaforgings.com/contact-us/	NIL	NIL		NIL	NIL	

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

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk opportunity (Indicate positive or negative implications)
1.	Employee Health and Safety	Risk	Employee health and safety is a risk area for the Company due to potential workplace accidents, injuries, and illnesses. Failure to prioritize these concerns can lead to decreased productivity, increased insurance premiums, legal liabilities, and damage to reputation.	<p>The Company aims to become an accident-free workplace. To mitigate associated risks, the Company has undertaken the following:</p> <p>a) Ensures strict adherence with RKFL plant safety manual.</p> <p>b) Implements a robust safety management system.</p> <p>c) Adopted a safety matrix to identify high-risk processes.</p> <p>d) Conducts regular training on health & safety</p> <p>e) Ensures continuous monitoring and improvement of safety practices.</p> <p>f) Organises employee wellbeing programs such as eye checkup camps for forklift operators</p> <p>g) Company achieved zero Loss Time Injury Frequency Rate (LTIFR) and fatalities in the Financial Year 2024-25.</p> <p>h) Developed 148 Kaizen interventions for Health & Safety during the Financial Year 2024-25.</p>	<p>Negative financial implication:</p> <p>a) Non-compliance with health and safety regulations can lead to fines, penalties, and legal fees. In severe cases, the Company may face lawsuits from employees or regulatory authorities for injuries, illnesses or fatalities resulting from unsafe working conditions.</p> <p>b) Negative publicity surrounding workplace accidents or health and safety violations can damage the Company's reputation. This can result in decreased consumer trust, loss of business opportunities, and difficulty attracting and retaining talented employees.</p> <p>c) Poor health and safety practices can negatively impact employee well-being, morale, job satisfaction and engagement, leading to reduced motivation, creativity and overall performance.</p>



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sl. 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 opportunity (Indicate positive or negative implications)
2.	Energy Management	Opportunity	Efficient energy management can be viewed as a strategic opportunity for the Company as it helps reduce operational costs, ensure compliance to environmental guidelines, and greater resilience to energy disruptions which promotes the financial stability of the Company in the long term.	<p>The Company has taken a target to transition towards a 50% renewable energy mix by FY28 and 100% by FY33. It has undertaken several initiatives to improve energy efficiency in operations:</p> <ul style="list-style-type: none"> a) Completed full Commissioning of 8.73 MW solar power plant in Plant V and VII. b) Plans to set up 8.34 MW capacity Rooftop Solar Project in FY 2025-26. c) Conducted energy audits to identify hotspots and improve performance. d) Installed energy-efficient retrofits such as air compressors with electronic regulators and VFDs to improve motor performance. e) Improved forging process installed automation, modification and proper maintenance of furnaces. f) Continuously identifying opportunities to reduce dependence on fossil fuel. g) We are an ISO 50001:2018 Energy Management System Certified Company as of FY 2024-25. 	<p>Positive financial implication:</p> <ul style="list-style-type: none"> a) Implementing energy efficient practices can lead to significant reductions in energy consumption, resulting in lower utility bills and operational expenses over time. b) Energy management strategies can help mitigate risks associated with energy price, environmental regulations, which enhances the long-term financial stability of the Company. c) Demonstrating a commitment to energy efficiency can improve the Company's reputation amongst customers, investors which can lead to business opportunities and increased market share.
3.	GHG Emission	Opportunity	GHG emissions management present a strategic opportunity for the Company by reducing operational costs, ensuring regulatory compliance. It fosters environmental stewardship, attracts socially responsible investors, mitigates climate risks and enhances brand reputation, driving long-term sustainability and financial growth.	<p>The Company aims to achieve Net Zero by 2040 and transition towards 25% green steel by 2028, 50% by 2033 and 100% by 2040. In line with these commitments, it has undertaken the following measures:</p> <ul style="list-style-type: none"> a) Formulated a net zero roadmap. b) Conducted Scope 1 and 2 Emission Inventorisation on an annual basis. c) Conducted Inventorisation of Scope 3 Emission. d) Conducted cradle-to-grave Life Cycle Assessment for 3 (three) product lines. e) Extended GHG emissions-related requirements to the supply chain. f) Exploring mechanisms to reduce consumption of propane gas. g) Undertaken CBAM Reporting for European Customers in the Financial Year 2024-25. 	<p>Positive financial implication:</p> <ul style="list-style-type: none"> a) Demonstrating a commitment to reducing GHG emissions and having initiatives in place to achieve the same helps the Company mitigate negative impacts of climate change, become a responsible corporate citizen by reducing their carbon footprint and attracting more responsible investors. b) Addressing GHG emissions helps mitigate long-term risks associated with climate change which can ultimately protect the Company's financial stability. c) Effectively managing GHG emissions can open opportunities in more markets and attract environmentally conscious consumers translating to increased sales.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sl. 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 opportunity (Indicate positive or negative implications)
4.	Code of Conduct	Risk	Breach of Code of Conduct poses reputational, legal, and financial risks to the Company. It can lead to loss of trust from stakeholders, regulatory fines, lawsuits, and diminished brand value, impacting overall business performance and profitability.	<p>The Company focuses on business integrity to achieve business & sustainability goals. The Company further aims to achieve 100% of its permanent employees on the Company's Code of Conduct. To mitigate associated risks, the Company has undertaken the following:</p> <ul style="list-style-type: none"> a) Refreshed Company's Employees Code of Conduct to align with best practices. b) 97% permanent employees trained in Code of Conduct. c) 99% permanent employees trained in Human Rights and ESG. d) Ensures continuous monitoring of violations and resolutions through vigil mechanism. e) Quarterly Reporting to the Board on Adherence to Code of Conduct by Directors and Senior Management Employees. f) Adopted Human Rights Policy and made revisions to the Prevention of Sexual Harassment at Workplace Policy and Whistleblower Policy. 	<p>Negative financial implication:</p> <ul style="list-style-type: none"> a) The Company may face lawsuits, fines and penalties for violating their own Code of Conduct or relevant regulations. Legal proceedings can be costly in terms of legal fees, settlements, and damages awarded. b) Regulatory bodies may investigate the Company for compliance failures, leading to further fines and sanctions. c) Negative publicity and financial losses resulting from a breach in the Code of Conduct can lead to a decrease in shareholder value as investors lose confidence in the Company's ability to manage risks and uphold ethical standards.
5.	Water Management	Opportunity	Water management presents an opportunity for the Company to enhance operational efficiency, reduce costs, mitigate risks related to water scarcity and pollution, comply with regulations and innovate sustainable solutions for long-term resilience and competitiveness.	<p>The Company aims to ensure zero water discharge across all manufacturing units by 2030. The Company has undertaken the following measures:</p> <ul style="list-style-type: none"> a) Conducted water management study to identify leakages and improvement areas. b) Reduced dependency on groundwater and freshwater by setting up 290 KLD ETP and 242 KLD STP across plants. c) Exploring measures to increase rainwater harvesting infrastructure across locations. d) Recycled 1,29,958 KL of water in Financial Year 2024-25 against 85,723 KL of water in Financial Year 2023-24. 	<p>Positive financial implication:</p> <ul style="list-style-type: none"> 1. Implementing water conservation measures can lead to significant cost savings for the Company by reducing water consumption, wastewater treatment costs and associated utility bills. 2. Demonstrating a commitment to responsible water management practices can enhance the Company's reputation, attract environmentally conscious consumers and improve brand loyalty, which can ultimately translate into increased sales and market share. 3. By managing water resources effectively, the Company can mitigate the risk of water scarcity and ensure a reliable water supply for their operations, reducing the potential for disruptions and associated costs.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sl. 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 opportunity (Indicate positive or negative implications)
6.	Waste Management	Risk	Inefficient waste management poses risks such as environmental pollution, regulatory non-compliance and reputational damage. Efficient waste management is critical for mitigating these risks and promoting sustainable business practices.	The Company aims reduce waste generation in Plants. To mitigate associated risks, the Company has undertaken the following: <ol style="list-style-type: none"> 1. Conducted waste management study to identify improvement areas. 2. Undertake waste disposal through authorized recyclers. 3. Engaging with vendors to increase use of waste generated as input material for other industries. 4. Hazardous wastes residue is kept at secured landfill by Treatment Storage and Disposal Facility (TSDF), specially designed for hazardous wastes. 5. Implementing a 9R waste management plan that will help to reduce and efficiently manage Company's waste across Plants. 6. Taken steps to control generation of waste. 	Negative financial implication: <ol style="list-style-type: none"> 1. Improper waste disposal or failure to comply with waste management regulations can result in fines and penalties being imposed by regulatory authorities. These fines can be substantial and can significantly impact the Company's financial performance. 2. Inadequate waste management practices can lead to legal liabilities, such as lawsuits from affected communities or individuals due to environmental pollution or health hazards caused by improper waste disposal. 3. Poor waste management practices within the supply chain can lead to disruptions in operations, such as delays in production or distribution, which can result in increased costs and lost revenue opportunities.
7.	Board Structure and Management	Risk	Board structure and management are critical for effective decision-making and oversight. Poor governance and lack of diversity can lead to conflicts of interest, mismanagement of resources and lack of strategic direction, resulting in financial losses, reputational damage and legal liabilities, posing significant risks to the company's stability and performance.	<ol style="list-style-type: none"> 1. A diverse and independent board of directors that includes members with the appropriate skills and experience. The Board collectively contributes to fostering transparency, accountability, and sustainability in corporate operations, promoting trust among stakeholders and enhancing long-term value creation. 2. A robust policy framework guiding ethical and responsible business operations 3. Achieved 18% women representation in the Board of Directors 	Negative financial implication: <ol style="list-style-type: none"> 1. If the board lacks diversity or expertise relevant to the Company's industry or challenges, it can lead to poor strategic decisions that might negatively impact financial performance of the Company. 2. Failure to comply with applicable laws, regulations and corporate governance standards can expose the Company to legal and regulatory risks, including fines, lawsuits and reputational damage.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sl. 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 opportunity (Indicate positive or negative implications)
8.	Risk Management	Opportunity	Risk management presents an opportunity for the Company to proactively identify and mitigate potential threats, such as climate change impacts or regulatory changes. By addressing risks effectively, the Company can safeguard its operations, enhance resilience and capitalize on emerging opportunities in sustainable practices and markets.	<ol style="list-style-type: none"> The Company has a Risk Management Committee comprising majority of Independent Directors to monitor and oversee the risks faced by the Company. The Company has initiated Enterprise Risk Management (ERM) procedure to identify the potential risks of the Company The Company aims to integrate ESG risks into the Company's ERM Framework. The Company plans to conduct a Climate Risk Assessment in FY 2025-26. 	<p>Positive financial implication:</p> <ol style="list-style-type: none"> Proactive risk management can help avoid or mitigate potential financial losses associated with various risks, such as operational disruptions, legal liabilities, or reputational damage. By identifying and addressing risks early, the Company can minimize the financial impact of adverse events. By identifying and addressing ESG-related risks, such as climate change impacts, resource scarcity, labor issues and governance failures, the Company can enhance their resilience to various economic, social and environmental shocks. This can reduce the likelihood of financial losses due to disruptions in operations or supply chains. Proactively managing ESG risks can lead to cost savings in several areas, such as energy and resource efficiency, waste reduction, employee health and safety and regulatory compliance.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core element 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 formulated have been recommended by the appropriate Committees to the Board of Directors. The Policies have been finally approved and adopted by the Board in consultation with the Management of the Company.								
c. Web Link of the Policies, if available	Policies on Diversity, Equity & Inclusion, Environment, Health & Safety, Related Party Transactions, Risk Management Policy, Code on Prohibition of Insider Trading, Determination of Materiality of Events, CSR Policy etc. are available under the following link: https://ramkrishnaforgings.com/policies/								
2. Whether the entity has translated the policy into procedures (Yes / No)	Yes, the Company has the necessary structure in place to implement the policies.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	<p>The Company has undertaken the following national and international codes/certifications/labels/standards:</p> <ul style="list-style-type: none"> ➤ ISO 9001:2015: QMS Certification for Non-Automotive Parts ➤ IATF 16949:2016: QMS Certification for Automotive Parts ➤ ISO/TS 22163: 2017: Railway Industry Quality Management System ➤ ISO 14001:2015: Environment Management System Certification ➤ ISO 45001:2018: Safety Management System Certification ➤ ISO/IEC 17025:2017: NABL accreditation for Metallurgy & Calibration Laboratory ➤ ISO 50001:2018 Energy Management System certified ➤ EN 15085-2 classification level CL1: Welding of Railway Vehicle ➤ DIN EN ISO 3834-2: Welding Workshop ➤ GHG – ISO 14064: International Standard for GHG Emissions ➤ CQI 9, 12, 27, 15 – Special process – H/T Coating, Casting, Welding 								
5. Specific commitments, goals, and targets set by the entity with defined timelines if any	<ul style="list-style-type: none"> ➤ Aims to achieve Net Zero by 2040 ➤ Aims to increase Renewable Energy (RE) mix to 100% by 2033 ➤ Aims to achieve Zero Liquid Discharge (ZLD) across all Plants by 2030 ➤ Targets to achieve 100% water recycling by 2025 ➤ Reduce specific water use by 30% within 2025 ➤ Aims to procure 100% green steel by 2040 ➤ Targets to train and employ 100 persons/youth from local villages by 2030 ➤ Train 100% of employees on ESG by 2025 ➤ Train 100% employees on Human Rights by 2025 ➤ Aims to achieve 100% supplier ESG audits by 2030 ➤ Aims to increase representation of women in the Company's leadership team by 10% by 2030 ➤ Achieve equal pay for men and women by 2030 								

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met
- The Company has prepared its ESG Roadmap that includes goals, specific commitments, and targets. The Company has already started the implementation of its initiatives identified under its roadmap. During the Financial Year 2024-25, the Company has done the following:
- 99% of permanent employees have been trained in ESG
 - 99% of permanent employees have been trained in Human Rights
 - 97% of permanent employees were trained in the Company's Code of Conduct
 - 118 persons/youth from local villages were trained and hired as permanent employees
 - Achieved 137% increase in Renewable Energy Mix
 - Procured 100% renewable energy for its Head Office in Kolkata from 1 January, 2025
 - Developed and launched a supplier risk framework and started supplier ESG assessments
 - Currently 75% of suppliers are within the same state of the manufacturing plants
 - Achieved Zero Liquid Discharge in 3 Plants at Jamshedpur, Jharkhand
 - Completed installation of 8.73 MW capacity Rooftop Solar Project at its existing forging plants in Saraikella and Dugni at Jamshedpur, Jharkhand
 - Undertaken various energy conservation activities during the Financial Year 2024-25 to reduce Scope 1 & 2 Emissions
 - 11% reduction in groundwater consumption and 52% increase in recycled wastewater.
 - Reduced dependency on groundwater by setting up 290 KLD Effluent Treatment Plant (ETP) and 242 KLD Sewage Treatment Plant (STP) across the Company's Plants at Jamshedpur, Jharkhand.
- These activities are monitored regularly by Mr. Lalit Kumar Khetan, Whole-time Director & Chief Financial Officer (DIN: 00533671) along with Mr. Rajesh Mundhra, Company Secretary & Compliance Officer of the Company.
- The Environmental Social & Governance (ESG) updates are also being shared with the Board of Directors at regular intervals.

Governance, leadership, and oversight

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

Our mission statement is "Impact through Empowerment" and this is the driving philosophy we strive to preserve. We focus on 8 (eight) material topics in our ESG vision which we have shortlisted through our stakeholder survey. The 3 (three) pillars of sustainability for the Company are as follows:

1. **Environmental Consciousness:** We follow environmental consciousness principle across all our operations. We are committed to the preservation of biodiversity and judicious usage of resources.
We are making sustained efforts to create a thriving planet through initiatives such as reducing our carbon footprint & GHG emissions, mitigating climate change and optimizing our business operations.
2. **Communities:** We at RKFL understand the importance of communities for the sustainability of our business operations. The Company has aspirations to be the preferred partner or employer for our employees. We contribute to the development of our neighboring community by hiring locals as well as procuring supplies from local suppliers. We also focus on diversity and inclusion at our workplace as well in our hiring process.
3. **Business Responsibility and Sustainability:** The Company conducts its business ethically and responsibly as well as in a transparent manner. We follow an effective governance model. The Company also believes in the value of integrity to achieve business and sustainability goals.

The Company has already aligned 9 (nine) goals with the United Nations Sustainable Development Goals (UN SDGs) and it aims to align the balance goals by 2030. The Company understands that no ambition can be achieved in isolation which is why we are aiming to align all our commitments to UN SDGs.

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

Mr. Naresh Jalan
 Managing Director (DIN: 00375462)
 Telephone no: 033 40820900
 Email id: secretarial@ramkrishnaforgings.com



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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:

At present the decisions pertaining to Sustainability issues are taken by Mr. Lalit Kumar Khetan, Whole-time Director & Chief Financial Officer (DIN: 00533671) jointly in consultation with the management of the Company.

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 Board assesses the policies of the Company at required intervals. The effective implementation of the Policies is assessed and requisite amendments/modifications are approved and adopted by the Board of Directors at their meetings upon the recommendations of respective Committees.	Annually
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company is compliant with all the statutory requirements relevant to the principles.	Annually

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
Yes. The Policies of the Company on Supplier Quality Manual, Quality, Environment, Health & Safety, are subject to internal and external audits as part of the ISO Systems certification process and ongoing periodic assessments. Other policies are periodically evaluated for their efficacy through the Internal Audit mechanism.									

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)									
The entity is not at a stage where it is able 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)									

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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 programs on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors (BoD) & Key Managerial Personnel (KMP)	6	a) Roles & Responsibilities of Directors under Companies Act, 2013 and SEBI Regulations b) Business Overview, c) Strategic Outlook, d) Safety, Health & Environment and e) Risk Management	83%
Employees other than BoD and KMP	281	a) Health & Safety b) Inventory Management c) Stress Management d) Health Awareness e) Improving Productivity f) Technical Trainings on Forgings & Maintenance g) Training on POSH, ESG, Code of Conduct, TPM, Six Sigma, System Related Training	84%
Workers	129	a) Skill Upgradation b) Health & Safety c) Training in POSH, ESG, Code of Conduct d) Behavioral Training e) Controlling Forgings Defects	87%

2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by its directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions in FY 2024-25 (Note: the entity shall make disclosures based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):

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)
Monetary					
Penalty					
Settlement			NIL*		
Compounding fee					
Non-Monetary					
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment					
Punishment			NIL*		

*In accordance with the Materiality Threshold determined as per the Policy for Determination of Materiality framed in accordance with Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (as amended).

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
	Not Applicable



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy:

Yes, the Company has an Anti-Bribery and Anti-Corruption Policy in place w.e.f 1 October, 2023. The Policy can be accessed at the link: [https://www.ramkrishnaforgings.com/investors/Anti-Bribery-and-Corruption-\(ABAC\)-Policy-1st-October-2023.pdf](https://www.ramkrishnaforgings.com/investors/Anti-Bribery-and-Corruption-(ABAC)-Policy-1st-October-2023.pdf)

The Company has zero-tolerance to bribery and corruption and is committed to conducting business in consonance with the applicable laws, the highest ethical standards and ensure(s) the prevention, detection and deterrence of bribery and corruption. The Policy is consistent with the Company's Code of Conduct which sets out that under no circumstances any employee should accept any offer, payment, promise to pay or authorization to pay any money or anything of value from customers, vendors, consultants that is perceived as intended, directly or indirectly, to influence any business decision, any act or failure to act, any commitment of fraud or opportunity for the commission of any fraud.

Further, in accordance with the terms and conditions of our purchase orders, respective suppliers undertake that he has not been involved in any corruption or bribery activities for obtaining orders from the Company. In case of any such activity, the Company reserves the right to blacklist the supplier and take the necessary remedies against him as per applicable laws.

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

No disciplinary action was taken by any law enforcement agency against any of the Company's Directors, KMPs, Permanent Employees or Permanent Workers for charges of bribery or corruption during the Financial Year 2024-25 and the Financial Year 2023-24.

Segment	FY 2024-25 (Current Financial Year)		FY 2023-24 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Directors				
Key Managerial Personnel (KMP)				
Permanent Employees				
Permanent Workers				

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

Conflict of Interest forms part of the Company's Code of Conduct for the Board Members and Senior Management Employees of the Company. The Group Chief Operating Officer of the Company submits a Quarterly Certificate w.r.t Violations, if any, of the Code of Conduct for the Board Members and Senior Management Employees to the Board of Directors at the end of each quarter.

No complaint with regard to conflict of interest was reported during the Financial Year 2024-25.

Particulars	FY 2024-25 (Current Financial Year)		FY 2023-24 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors				
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

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:

No corrective actions were required to be taken on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions on cases of corruption and conflict of interest by the Company as no complaints with regard to corruption and conflict of interest were reported during the Financial Year 2024-25.

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

Particulars	FY 2024-25 (Current Financial Year)		FY 2023-24 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of days of accounts payables				

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

9. Open-ness 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, in the following format:

Parameter	Metrics	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Not Applicable	Not Applicable
	b. Number of trading houses where purchases are made from		
	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	1.21%	Not Applicable
	b. Number of dealers / distributors to whom sales are made	5	
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers / distributors	Not Applicable	
Share of RPTs in	a. Purchases(Purchases with related parties / Total Purchases)	2.75%	0.32%
	b. Sales (Sales to related parties / Total Sales)	6.81%	3.69%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)*	74.12%	96.99%
	d. Investments (Investments in related parties / Total Investments made)*	30.81%	24.32%

*Total Loans & Advances given to related parties and Investments in related parties represent Outstanding Balances as on 31 March, 2025 and 31 March, 2024 respectively.

Leadership Indicators

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

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
141	a) Health & Safety b) Behavioral Training c) Training in POSH, ESG, System Related Training d) Technical Trainings e) On Job Trainings	76%

2. 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:

The Company has a "Code of Conduct for the Board Members and Senior Management Employees", which manages any kind of conflict of interest involving the Board Members and Senior Management Employees of the Company. The Company also Quarterly places before the Board of Directors a Certificate from the Group Chief Operating Officer certifying noncompliance of the "Code of Conduct for the Board Members and Senior Management Employees".

Link of the Policy can be accessed on the website of the Company at the following Link: <https://ramkrishnaforgings.com/wp-content/uploads/2024/07/RKFL-Code-of-Conduct-Board-Members-Senior-Management.pdf>



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Principle 2: Businesses should provide Goods and Services in a manner that is Sustainable and Safe

Essential Indicators

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

Particulars	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year	Details of improvements in environmental and social impacts
Research and Development (R&D)	Rs. 1,123.47 Lakhs 0.31% of Revenue from Operations	Rs. 665.97 Lakhs 0.19% of Revenue from Operations	NIL
Capex	Rs. 398.56 Lakhs 0.11% of Revenue from Operations	Rs. 405.70 Lakhs 0.12% of Revenue from Operations	

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

No. The Company presently does not have any procedure in place for sustainable sourcing. However, the Company is planning to initiate the process to integrate sustainable sourcing practices in its procurement activities. The Company is in the process of formulating an ESG-driven supplier questionnaire covering aspects on GHG emissions, water management, waste management, raw material sourcing, life cycle assessments, health & safety, sub-supplier assessments, risk management, compliance, corporate policies and supplier diversity. The Company aims to understand maturity and monitor performance of the suppliers on ESG-related matters. Based on the assessment, the Company also plans to undertake supplier engagement activities to improve ESG performance across its supply chain.

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

Not Applicable for the Company during the Financial Year 2024-25.

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:**

The Company supplies majority of its products to Original Equipment Manufacturers (OEMs) and Tier-1 automotive companies hence the Company has limited scope for reclaiming its products at the end of its life cycle. The Company has a process to reuse iron pallets and bins in its packaging process. The Company also has a system in place to recycle e-waste, hazardous and other waste in a safe manner (Refer Principle 2, Point 4 of Leadership Indicators) with authorised recyclers and treatment agencies i.e. Transport, Storage and Disposal Facilities (TSDF).

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

Yes, Extended Producer Responsibilities (EPR) is applicable to the Company under the importer category. Returns are submitted to the Pollution Control Board as required by the External Producer Responsibility.

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?**

The Company has completed the process of Life Cycle Assessment for 3 (three) of its major products namely Front Axle Beams, Crown Wheels and Knuckles from the Financial Year 2024-25. Details of the same are as follows:

NIC Code	Name of the Product/ Service	% of total Turnover contributed*	Boundary for which the Life Cycle Perspective/Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide weblink
259	Front Axle Beam	4.93%	Cradle to grave approach was chosen to assess the complete environmental impact across the product's life cycle	Yes	No
	Crown Wheels	12.13%		Yes	No
	Knuckles	6.64%		Yes	No

*Have been rounded off to nearest decimal

The Company would also expand its products for Life Cycle Assessment (LCA) in the next 2 (two) financial years.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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:

Name of the Product/Service	Description of the risk/ concern	Action Taken
Front Axle Beam	Global warming potential – Due to reliance on steel as the primary raw material and high consumption of electricity, the product has a high carbon footprint which may cause increased climate change effects.	➤ The Company aims to achieve mix of green steel as raw material that will significantly help to reduce the overall product carbon footprint. The Company aims to procure 25% of green steel by 2028, 50% by 2033 and 100% by 2040.
Crown Wheel		➤ The Company has also taken steps to reduce the consumption of Propane Gas and has adopted various energy conservation measures.
Knuckle		➤ The Company also plans to increase its renewable energy mix to 100% by 2033; this will also substantially help reduce the product carbon footprint.

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-use input material to total material	
	FY 2024-25	FY 2023-24
	Current Financial Year	Previous Financial Year
NIL	NIL	NIL

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:

Particulars	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NIL	NIL	NIL	NIL	NIL	NIL
E-waste (Includes E-wastes and Battery waste)	NIL	42.334	NIL	NIL	24.348	NIL
Hazardous waste (includes ETP Sludge, Paint Sludge & Cotton Rags)	NIL	NIL	214.074	NIL	NIL	208.499
Other waste (includes Used Oil & Used Grease)	NIL	52.673	NIL	NIL	69.736	NIL
Bio Waste	NIL	NIL	0.018	NIL	NIL	0.013

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

Since, the Company supplies majority of its products to Original Equipment Manufacturers (OEMs) and Tier-1 automotive companies, the Company has limited scope for reclaiming products at the end of the product's life cycle.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

PRINCIPLE 3: Businesses should respect and promote the Well-being of all Employees, including those in their Value Chains

Essential Indicators

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

Category	Total (A)	% Of employees covered by									
		Health insurance*		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No: (B)	% (B/A)	No: (C)	% (C/A)	No: (D)	% (D/A)	No: (E)	% (E/A)	No: (F)	% (F/A)
Permanent Employees											
Male	1,510	1,510	100%	1,510	100%	NA	NA				
Female	60	60	100%	60	100%	60	100%			NIL	
Total	1,570	1,570	100%	1,570	100%	60	4%				
Other than Permanent Employees											
Male											
Female										NIL	
Total											

*Health Insurance includes 100% of Permanent Employees eligible under Group Medical Coverage (GMC) and 100% of Permanent Employees eligible under Employees State Insurance (ESI) as may be applicable.

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

Category	Total (A)	% of Workers covered by									
		Health insurance#		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		No: (B)	% (B/A)	No: (C)	% (C/A)	No: (D)	% (D/A)	No: (E)	% (E/A)	No: (F)	% (F/A)
Permanent Workers											
Male	1,204	1,204	100%	1,204	100%	NA	NA				
Female	2	2	100%	2	100%	2	100%			NIL	
Total	1,206	1,206	100%	1,206	100%	2	0%				
Other than Permanent Workers											
Male	4,909	4,909	100%	4,909	100%	NA	NA				
Female	94	94	100%	94	100%	94	100%			NIL	
Total	5,003	5,003	100%	5,003	100%	94	2%				

#Health Insurance includes 100% of Permanent Workers eligible under Group Medical Coverage (GMC) and 100% of Permanent Workers eligible under Employees State Insurance (ESI) as may be applicable.

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

Particular	FY 2024-25	FY 2023-24
	Current Financial Year	Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company*	0.243%	0.133%

*Revenue from Operations has been considered

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
Provident Fund	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	N.A	100%	100%	N.A
ESI*	16%	31%	Y	20%	31%	Y

*The percentage is determined on the basis of Total Permanent Employees and Total Permanent Workers of the Company. However, the coverage of ESI is 100% on the Permanent Employees/Workers to whom ESI is applicable as per the statutory laws and the balance are covered under Group Medical Coverage (GMC).

3. Accessibility of workplaces:

Are the premises/offices of the entity accessible to differently abled employees, 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, the Company's various locations, including offices and premises, have accessibility to differently abled visitors. We have wheelchairs facilities available and a sliding pathway in the required area.

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?

The Company is an equal-opportunity employer. Our hiring system is free from any kind of discrimination based on age, colour, disability, marital status, nationality, race, religion or sexual orientation. We strive to make our work environment free from any kind of harassment or discrimination as mentioned above.

The Company has a Diversity, Equity & Inclusion Policy and it is available on the website of the Company at the following Link: <https://ramkrishnaforgings.com/wp-content/uploads/2024/07/Diversity-Equity-Inclusion-Policy.pdf>

The Company's Code of Conduct for employees is available at the following Link: <https://ramkrishnaforgings.com/wp-content/uploads/2025/08/Code-of-Conduct-Employees.pdf>

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

Gender	Permanent Employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male				
Female				
Total				

NIL as the Company does not have Paternal Leave Policy.

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 ?

Particulars	Yes/No
Permanent Employees	Yes
Other than Permanent Employees	No
Permanent Workers	Yes
Other than Permanent Workers	Yes

If Yes, then give details of the mechanism in brief:

The Company has an Employee Grievance and Redressal Policy in place to give its employees and workers a way to voice their concerns arising from employment. The Policy ensures that such grievances are handled quickly, in a fair and impartial manner by a Grievance Committee and in compliance with the Company's other policies. This comprises employee concerns about supervisor's, other employee's or management's behaviour, inaction, or proposed action in relation to them.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

According to the Grievance Redressal System, the employee/worker would communicate his/her grievance to the concerned HOD. If his/her grievance is not addressed properly, then the employee/worker has the liberty to approach the respective Plant Heads. The employee/worker can also approach the Grievance Redressal Committee or the Chairman/Managing Director, if the employee/worker feels that his grievance has not been redressed by the Plant Heads/Grievance Redressal Committee respectively.

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

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	1,570	NIL	NIL	1,364	NIL	NIL
Male	1,510	NIL	NIL	1,319	NIL	NIL
Female	60	NIL	NIL	45	NIL	NIL
Total Permanent Workers	1,206	878	73%	1,190	927	78%
Male	1,204	878	73%	1,190	927	78%
Female	2	NIL	NIL		NIL	

8. Details of training given to employees and workers:

Category	FY 2024-25 (Current Financial Year)					FY 2023-24 (Previous Financial Year)				
	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	1,510	1,068	71%	1,091	72%	1,319	1,004	76%	1,084	82%
Female	60	44	73%	30	50%	45	26	58%	36	80%
Total	1,570	1,112	71%	1,121	71%	1,364	1,030	76%	1,120	82%
Workers										
Male	1,204	984	82%	817	68%	1,190	985	83%	975	82%
Female	2	2	100%	2	100%					
Total	1,206	986	82%	819	68%	1,190	985	83%	975	82%

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

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Permanent Employees						
Male	1,510	1,431	95%	1,319	1,161	88%
Female	60	43	72%	45	45	100%
Total	1,570	1,474	94%	1,364	1,206	88%
Permanent Workers						
Male	1,204	859	71%	1,190	965	81%
Female	2	NIL	NIL		NIL	
Total	1,206	859	71%	1,190	965	81%

*Performance and career development reviews are undertaken for permanent employees/permanent workers who are employed for more than 6 months in the Company

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

10. Health and Safety Management System:

a) Has an occupational health and safety management system been implemented by the entity? (Yes/No) If yes, the coverage of such system?

Yes, the Company has implemented ISO 45001:2018 which specifies requirements for an Occupational Health and Safety (OH&S) management systems and provides guidance for its use to enable organizations to provide safe and healthy workplaces by preventing work related injury and ill health, as well as by proactively improving its OH&S performance.

ISO 45001:2018 helps in establishing, maintaining and implementing an OH&S management system to improve occupational health and safety, eliminate hazards and minimize OH&S risks (including system deficiencies), take advantage of OH&S opportunities and address OH&S management system non-conformities associated with its activities.

The OH&S management system covers all employees, contract workmen and visitors working within the premises of the plant, ensuring compliance with statutory and organizational safety protocols.

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

The Company continuously initiates 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 Company.

Hazard Identification Risk Assessment (HIRA) is carried out regularly at all levels in the following 6 (six) steps by a highly-skilled Process owner or a Qualified Safety coordinator well versed with details of the Health and Safety standards:

1. Pre-Assessment preparations
2. Pre-Assessment meeting with HSE Leaders
3. Conducting interviews
4. Walk-Round Tour/Quantification of Hazards (By Line Managers, HOD's, Safety Officers, System Dept. etc.)
5. Evaluation of Hazard/Person/Severity Factors
6. Employees engagement along with feedback mechanism
7. Post Evaluation activity for continuous improvement monitoring

These measures ensure a continuous and systematic process for the identification of hazards and mitigation of risks, contributing to a safer workplace environment.

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

Yes, the Company has the necessary processes that needs to be followed for reporting incidents reported w.r.t work related hazards.

The Company is committed towards open communications and dialogues on workplace health, safety and environmental sustainability issues with its employees and stakeholders' responses to Environment, Health & Safety concerns and suggestions. The Company establishes proactive Environment, Health & Safety objectives & target and reports publicly on progress and impacts. The Company also provides all necessary Personal Protective Equipments (PPEs) to its employees and workers and ensures usage of the same across all its Plants. The Company ensures integration of safe ergonomic policies at its workplace.

The Company cooperates with government, industry, academia and the public in support of regulations, research and programs that address areas of Environment, Health & Safety concerns.

The Company achieved zero Loss Time Injury Frequency Rate (LTIFR) and fatalities during the Financial Year 2024-25.

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

All the Company's Plants are equipped with Non-Occupational Medical and Healthcare services. Further, all the employees and workers of the Company are covered under Health Insurance or Employees State Insurance Corporation as per eligibility for non-occupational medical and healthcare services.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

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

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

The Company considers employees and workers as its most valued assets and prioritizes their health and safety. The majority of its personnels are employed in manufacturing facilities. Some of the initiatives taken by the Company are as follows:

1. Daily Safety talk with employees/workers
2. Safety training and Job specific training
3. Work Permit System
4. Safety Audit
5. Safety Committee Meeting
6. Necessary measures taken as per HIRA & Aspect Impact assessment
7. Mock Drill
8. Near Miss Identification and compliance
9. 5 'S' Audit and its compliance maintain inside premises
10. Health Checkups of employees/workers
11. Unsafe Act/Unsafe Condition identification and closure
12. Display of various Safety Signs/Signage
13. Safety Policy
14. Fire prevention and fire control
15. Adherence of Personal Protective Equipments (PPEs)

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

Particulars	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	No Remarks	7	NIL	No Remarks
Health and Safety	NIL	NIL	No Remarks	4	NIL	No Remarks

14. Assessments for the year:

Particulars	% of your plants and offices that were assessed by the entity or statutory authority or third party
Health and safety practices	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 and safety practices and working conditions:

In each of our locations, the Company is committed to monitoring the rate of accidents. All assessment points are generally closed within 30 (thirty) days from the date of receipt. The Company has adopted a health and safety-

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

first mindset in the performance of duties. The strong commitment of the management, employees and workers to maintain a safe workplace has resulted in the overall reduction in health and safety incidences.

The Company achieved zero Loss Time Injury Frequency Rate (LTIFR) and fatalities during the Financial Year 2024-25.

Leadership Indicators

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

Yes, the Company has a Group Personal Accidental Policy (GPA). Under this policy the employees get the accidental and death benefits. In case of death, there are separate thresholds which gets paid as compensation to an employee/worker.

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

Generally, contractors are liable for the following payments:

- Minimum Wages to workers;
- Gratuity on completion of continuous service of 5 years;
- GST payment to Government on realization from the principal;
- Deposit of employers' contribution and employees' contribution to PF and ESIC with the Government;
- Payment of Bonus to Workers;

Our Company has a robust system and control to monitor and ensure that the contract workers are not deprived in any manner, and they are being paid in full for all the wages for which they are eligible. It is ensured that the payment by the contractors is made to their employees' account and we verify the amount transferred to the workers' account.

For PF and ESI, the Company is making payment to the Government by debiting the account of the Contractors so that there should not be any lapses in ensuring full payment of the workers to the Governments' account.

For GST, the payments are made to the Contractors after ensuring that necessary returns are being filed by the Contractors.

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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Particulars	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Employees	NIL	NIL	NIL	NIL
Workers	NIL	NIL	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, subject to the criticality of role and business needs employment-retention programme is available in the Company. In addition to this, capacity building and training sessions for skill upgradation are provided to employees and workers, irrespective of their tenure in the Company which enhances their employability in case of termination of employment. For employees approaching retirement, we support them by facilitating a smooth transition through structured assistance. This includes guidance on financial planning and accessing statutory benefits such as EPF withdrawals, pension applications, etc.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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:

The Company recognizes that engaging with stakeholders is integral to its business. The identification of the key stakeholders is done on the basis of material influences those stakeholders have on the Company and how they are affected by the decisions made by the Company and its consequences. The Company is committed to engaging with stakeholders regularly to meet their expectations and formulate business strategies to deliver shared value while making transparent and long-term business relationships. In order to improve existing relationships with stakeholders, the Company identifies relevant material issues to deliver enhanced value to society. Further, for understanding stakeholder needs to improve current business processes, the Company collaborates with stakeholder groups to meet future industry challenges.

Stakeholder Identification Process

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

Stakeholder Group	Whether identified as Vulnerable and 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
Investors	No	<ul style="list-style-type: none"> ➤ Earnings Conference calls ➤ Plant Visits ➤ Annual Reports ➤ Investor Presentations ➤ Press Releases ➤ Website ➤ Stock Exchange Intimations 	<ul style="list-style-type: none"> Quarterly Annually Periodically 	<ul style="list-style-type: none"> ➤ Information about important updates of the Company to help the investors to undertake informed decisions on the Company
Employees	No	<ul style="list-style-type: none"> ➤ Internal Emails ➤ Company Intranet ➤ Newsletters ➤ Performance Appraisals ➤ Training Programs 	Periodically	<ul style="list-style-type: none"> ➤ Compensation and employee's benefits ➤ Organizational Announcements and Updates ➤ Employee Training ➤ Employees Feedback and resolution thereof
Customers	No	<ul style="list-style-type: none"> ➤ Plant Walkthrough & Tours ➤ Personal Visits ➤ Participation in surveys conducted by customers ➤ Customer Grievance Redressal ➤ Emails 	Periodically	<ul style="list-style-type: none"> ➤ Customer requirements ➤ Maintain product quality ➤ Customer Retention ➤ Customer Satisfaction
Suppliers	No	<ul style="list-style-type: none"> ➤ Supplier site visits ➤ Supplier Performance Monitoring Activities ➤ Email Communication periodically 	Periodically	<ul style="list-style-type: none"> ➤ Build long lasting relationships ➤ Monitor Supplier Performance Quality ➤ Ensure Supplier competency and compliance
Community	No	<ul style="list-style-type: none"> ➤ CSR Activities ➤ Volunteering Activities ➤ Community Events & Workshops ➤ Community Surveys 	Periodically	<ul style="list-style-type: none"> ➤ Ensure upliftment of local community ➤ Understand the needs of the Community and respond in an effective manner
Government and Regulatory Bodies	No	<ul style="list-style-type: none"> ➤ Official communication channel ➤ Regulatory Audits 	<ul style="list-style-type: none"> Periodically Annually 	<ul style="list-style-type: none"> ➤ Regulatory Compliance Practices

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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:

The Company regularly communicates with all its stakeholders through the Company's website www.ramkrishnaforgings.com, where information related to its business, products and investor's information including financial performance and other statutory disclosures are updated from time to time. The information on the Company's financial performance and other statutory disclosures are also updated periodically on the website of the Stock Exchanges where the equity shares of the Company are listed i.e. BSE Limited (BSE) and National Stock Exchange of India Limited (NSE).

Furthermore, mandatory disclosures as required under Regulations 46 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 are disseminated on the website of the Company at the following Link: <https://ramkrishnaforgings.com/disclosure-under-reg-46-of-sebi-lodr-regulations-2/>

Ongoing stakeholder engagement and consultation are carried out by the management team, along with various departments collaborating with them.

The Company evaluates the economic, environmental and social topics relating to various stakeholders as applicable through its respective Committees and the same is appraised and reviewed by the Board on a Quarterly basis.

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, the Company has always maintained a regular and proactive engagement with the Company's key stakeholders allowing it to effectively work closely with its stakeholders and also be transparent about its outcomes. Based on interactions with stakeholders, the Company periodically reviews and updates its policies as and when required.

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

The Company actively engages with local communities in the states of Jharkhand and West Bengal through its Corporate Social Responsibility (CSR) Initiatives, which are implemented through its CSR Trust, Ramkrishna Foundation. The Company works to enhance the infrastructure of government schools and elevate educational standards. By addressing the specific needs of various stakeholder groups, the Company offers support whenever possible and feasible through its community and social development programs.

The Company during the Financial Year 2024-25 launched a flagship programme across all the Plants wherein the Company focussed on Community Upliftment through infrastructure, healthcare and waste management as follows:

- a) Installed Streetlights covering a distance of approximately 12 kilometers.
- b) Installation of 10 handpumps in villages adjacent to the Company's Plant premises.
- c) Organized 4 health camps in FY2025 across villages in Gamharia and Saraikela offering comprehensive medical facilities.
- d) Completed the construction of 514 meters of concrete road, enhancing local infrastructure as part of our community support initiatives.
- e) Provided 1,000 household dustbins to local households, improving waste management in the area and enhancing local sanitation conditions.
- f) Developed 8 ponds in Jamshedpur, Jharkhand enhancing local water infrastructure, enabling groundwater recharging for the benefit of the local community.
- g) 60 dustbins in Jamshedpur, Jharkhand installed to strength the cleanliness drive in the society and undertake activities for the uplifting and well-being of the locals near the factory premises at Jamshedpur, Jharkhand.

For information about the Company's community work, please refer the following link on the website of the Company at: <https://ramkrishnaforgings.com/csr/>



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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, in the following format:

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	1,570	1,554	99%	1,364	1,174	86%
Other than permanent	NIL					
Total Employees	1,570	1,554	99%	1,364	1,174	86%
Workers						
Permanent	1,206	1,097	91%	1,190	1,083	91%
Other than permanent	5,003	4,653	93%	5,508	5,076	92%
Total Workers	6,209	5,750	93%	6,698	6,159	92%

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

Category	FY 2024-25 (Current Financial Year)					FY 2023-24 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F / D)
EMPLOYEES										
Permanent										
Male	1,510	NIL	NIL	1,510	100%	1,319	NIL	NIL	1,319	100%
Female	60	NIL	NIL	60	100%	45	NIL	NIL	45	100%
Other than Permanent										
Male	NIL									
Female										
WORKERS										
Permanent										
Male	1,204	NIL	NIL	1,204	100%	1,190	NIL	NIL	1,190	100%
Female	2	NIL	NIL	2	100%	NIL				
Other than Permanent										
Male	4,909	4,909	100%	NIL	NIL	5,439	5,439	100%	NIL	NIL
Female	94	94	100%	NIL	NIL	69	69	100%	NIL	NIL

3. Details of remuneration/salary/wages

3. a. Median remuneration / wages as on 31 March, 2025:

Particulars	Male		Female	
	Number	Median remuneration/ salary/wages of respective category (Rs. in Lakhs)*	Number	Median remuneration/ salary/wages of respective category (Rs. in Lakhs)*
Board of Directors (BoD) [®]	9	219.45	2	12.25
Key Managerial Personnels (KMPs) [#]	5	392.60	NIL	NIL

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Particulars	Male		Female	
	Number	Median remuneration/ salary/wages of respective category (Rs. in Lakhs)*	Number	Median remuneration/ salary/wages of respective category (Rs. in Lakhs)*
Employees other than BoD and KMP	1,507	8.49	60	8.63
Workers	1,204	4.22	2	2.30

*Remuneration mentioned above is in lakhs per annum and includes ESOP perquisite under Income Tax Act 1961 and Commission to Independent Directors

©Board of Directors include 4 Executive Directors, 6 Non-Executive Independent Directors including 2 Woman Independent Director and a Non- Executive Director.

*Key Managerial Personnels include 1 Managing Director, 3 Whole-time Directors and a Company Secretary.

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Current Financial Year)
Gross wages paid to women as % of total wages	2.84%	2.17%

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 Chief Human Resource Officer (CHRO) of the Company is responsible for addressing human rights issues caused by the business.

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

The Company has a grievance redressal mechanism to report any violation or suspected violation related to human rights. All complaints received are tracked down and addressed swiftly by the appropriate authorities. The grievance redressal process involves filling of complaint, acknowledgement to complaint received, Human Rights review & investigation and grievance resolution. The Company has a Human Rights Policy in place, approved by the Board of Directors. The Policy can be accessed at the following Link: <https://ramkrishnaforgings.com/wp-content/uploads/2025/08/Human-Rights-Policy.pdf>

The Company quarterly places before the Board of Directors, a certificate signed by the Group Chief Operating Officer, details as required under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 w.r.t number of complaints received, number of complaints disposed and number of complaints pending, if any. The Company has an Internal Complaints Committee in place constituted in line with the statutory requirements. The Company also has a Policy on Prevention of Sexual Harassment at Workplace, which can be accessed at the following Link: <https://ramkrishnaforgings.com/wp-content/uploads/2025/08/Prevention-of-Sexual-Harassment-Policy.pdf>

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

Particulars	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual harassment						
Discrimination at workplace						
Child labour						
Forced labour / Involuntary labour		NIL			NIL	
Wages						
Other human rights related issues						



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Particulars	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	NIL	NIL
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 Company follows a “no-compromise” stance on issues related to Human Rights. Infringing on Human Rights or refusing to cooperate results in disciplinary action up to the termination of the business relationship. The Company ensures that no retaliatory action can be taken against any employee or stakeholder for raising concerns related to human rights.

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

Yes, the Company’s Supplier Quality Manual lays down requirements related to human rights as a part of the Supplier Code of Conduct section. Business partners are required to sign an undertaking as a part of the supplier contract which contains aspects on human rights.

10. Assessments for the year:

The Company on quarterly basis assesses 100% of its plants and offices by Internal Auditors who audit the statutory compliances in relation to the particulars mentioned below.

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Child labor	
Forced/involuntary labor	
Sexual harassment	100%
Discrimination at workplace	
Wages	

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

All the plants and offices of the Company were found to be complying with the requirements and as a result, no corrective actions were required on the criterias stated above.

Leadership Indicators

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

We have not received any Human Rights grievances during the Financial Year 2024-25.

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 compliance audits presently. The Company is planning to undertake exclusive Human Rights Due Diligence exercise in FY 2025-26.

The Company has undertaken “Great Place to Work” Institute’s Trust Index Survey from Great Place to Work encompassing the various attributes of human rights in their survey. They have ranked the Company as a “Great Place to Work for December 2024 to December 2025”.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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, our premises have accessibility to differently abled visitors. We have wheelchairs facility available and a sliding pathway in the required area.

4. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	
Discrimination at Workplace	
Child Labour	100%
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:

No corrective actions were taken to address significant risks/concerns arising from the assessments in Question No. 4.

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

Essential Indicators

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

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
From Renewable Sources			
Total electricity consumption (A)	GJ	31,146	11,914
Total fuel consumption (B)	GJ	NIL	NIL
Energy consumption through other sources (C)	GJ	NIL	NIL
Total energy consumption from renewable sources (A+B+C)	GJ	31,146	11,914
From Non-Renewable Sources			
Total electricity consumption (D)	GJ	8,78,391	8,10,588
Total fuel consumption (E)	GJ	4,13,056	5,05,857
Energy consumption through other sources (F)	GJ	NIL	NIL
Total energy - consumed from non- renewable sources (D+E+F)	GJ	12,91,447	13,16,445
Total energy consumed (A+B+C+D+E+F)	GJ	13,22,953	13,28,359
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	GJ/INR	0.000036	0.000038
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	(GJ/INR) *PPP	0.00075	0.00085
Energy intensity in terms of physical output	GJ/MT	6.75	7.10
Energy Intensity (optional)- the relevant metric may be selected	-		-

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 - EnMS audit (ISO 50001:2018) conducted by a third-party certification body

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any:

No, the Company at present does not have any site/facility identified as designated consumers under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water withdrawal by source (in kiloliters)		
(i) Surface water	NIL	NIL
(ii) Groundwater	1,71,846	1,92,542
(iii) Third party water	1,59,304	1,01,214
(iv) Seawater / desalinated water	NIL	NIL
(v) Others (Harvested Rainwater)	14,464	15,498
Total volume of water withdrawal (In Kiloliters) (i + ii + iii + iv + v)	3.45,613	3,09,254
Total volume of water consumption (In Kiloliters)	3,45,613	3,09,254
Water intensity per rupee of turnover (Water consumed / turnover in INR) (KL/INR)	0.0000095	0.0000089
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (KL/INR)*PPP	0.00020	0.00020
Water intensity in terms of physical output (KL/MT)	1.76	1.65
Water intensity (optional)- the relevant metric maybe selected		-

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 - Water Audit conducted by CGWA-MoJS Certified external Water Auditor

4. Provide the following details related to water discharged:

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water discharge by destination and level of treatment (in Kilolitres)		
(i) Surface water		
-No treatment	NIL	NIL
-With treatment – please specify level of treatment	NIL	NIL
(ii) Groundwater		
-No treatment	NIL	NIL
-With treatment – please specify level of treatment	NIL	NIL
(iii) To Seawater		
-No treatment	NIL	NIL
-With treatment – please specify level of treatment	NIL	NIL
(iv) Sent to third parties		
-No treatment	10,100	9,330
-With treatment – please specify level of treatment	NIL	NIL
(v) Others		
-No treatment	NIL	NIL
-With treatment – please specify level of treatment	NIL	NIL
Total water discharged (in Kiloliters)	10,100	9,330

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 - Water Audit conducted by CGWA-MoJS Certified external Water Auditor

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

The Company has set a target to have Zero Liquid Discharge (ZLD) across all its Plants by 2030.

The Company has already set up 290 KLD Effluent Treatment Plant (ETP) and 242 KLD Sewage Treatment Plant (STP) across Plants of the Company at Jamshedpur, Jharkhand. The Company has also achieved Zero Liquid Discharge (ZLD) in some of the Plants at Jamshedpur, Jharkhand.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
NOx	mg/Nm ³	34.5	31.80
SOx	mg/Nm ³	20.5	14.70
Particulate matter (PM)	Mg/Nm ³	88.4	83.90
Persistent organic pollutants (POP)	–	NA	NA
Volatile organic compounds (VOC)	–	<2.5	<1
Hazardous air pollutants (HAP)	–	NA	NA
Others–please specify	–	NA	NA

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 – Environmental Laboratories and Engineering Servicing Private Limited, accredited by NABL and Jharkhand State Pollution Control Board.

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

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	27,350.74	33,106.69
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, FCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	1,77,123.70	1,61,218.74
Total Scope 1 and Scope 2 emissions per rupee of Turnover (In INR)	tCO ₂ e/INR	0.00000563	0.00000555
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	(tCO ₂ e/ INR)*PPP	0.0001162	0.0001244
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e/MT	1.043	1.038
Total Scope 1 and Scope 2 emission intensity (optional)- the relevant matric may be selected by the entity	–	–	–

Note: Indicate if any independent assessment, evaluation or assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency – Yes, Price Waterhouse Coopers (PwC)

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

The Company is constantly evaluating ways to reduce energy consumption at its manufacturing processes and reduce emissions of Green House Gasses (GHG) which are responsible for global warming. The Company aims to achieve Net Zero by 2040. The Company has set a target of reducing Scope 1 & Scope 2 Emissions by 50% and Scope 3 Emissions by 30% by 2030.

Steps taken during the Financial Year 2024-25:

The Company has completed installation of 8.73 MW capacity Rooftop Solar Project at its existing forging plants in Saraikella and Dugni at Jamshedpur, Jharkhand. The Company also plans to set up 8.34 MW capacity Rooftop Solar Project in the Financial Year 2025-26.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	NIL	NIL
E-waste (B)	8.622	3.851
Bio-medical waste (C)	0.018	0.013
Construction and demolition waste (D)	NIL	NIL
Battery waste (E)	33.712	20.497
Radioactive waste (F)	NIL	NIL
Other Hazardous waste. Please specify, if any. (G) (Used Oil, Used Graese, Cotton Waste, ETP Sludge from ETP, Paint Sludge)	266.747	278.520
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	NIL	NIL
Total (A+B + C + D + E + F + G + H)	309.099	302.881

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT/INR in Lakhs)	0.0009	0.0009
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (MT/INR in Lakhs)*PPP	0.0176	0.0194
Waste intensity in terms of physical output (MT/MT)	0.0016	0.0016
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
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/Re-used	95.007	94.084
(iii) Other recovery operations	NIL	NIL
Total	95.007	94.084
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	214.074	208.512
(ii) Landfilling	NIL	NIL
(iii) Other disposal operations	NIL	NIL
Total	214.074	208.512

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, Bureau Veritas

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:

The Company is constantly working to reduce hazardous and non-hazardous waste in its manufacturing sites. Throughout the year, the Company has implemented measures such as recycling waste oil, thus reducing hazardous waste load and recycling Effluent Treatment Plant (ETP) sludge, which reduces disposal to landfills.

Managing Hazardous Wastes: Hazardous wastes are handled as per the requirements and a waste registry is maintained. They are disposed to the relevant authorised agencies for proper handling. The Company complies with the statutory Rules and Regulations of the Jharkhand State Pollution Control Board (JSPCB) on how these products must be properly stored, handled, shipped, or recycled to limit exposure potential as well as all international standards that apply to the Company in the locations where it operates.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Hazardous wastes residue is kept at secured landfill by Treatment Storage and Disposal Facility (TSDF), specially designed for hazardous wastes. The Company has a robust data collection system and incorporates waste generated into its monthly environmental MIS.

The Company is also implementing a 9R waste management plan that will help to reduce and efficiently manage Company's waste across Plants.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Not Applicable

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes / No)	Relevant web link
Not Applicable					

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules there under (Y/N). If not, provide details of all such non-compliances, in the following format:

The Company is compliant with all applicable environmental laws/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 made thereunder during the Financial Year 2024-25.

Principle 7: Businesses, when engaging in influencing Public and Regulatory Policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations:

10 (Ten)

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:

Sl. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Indo American Chamber of Commerce (IACC)	National
2.	Engineering Export Promotional Council (EEPC)	National
3.	Indo German Chamber of Commerce (IGCC)	National
4.	Automotive Component Manufacturers Association of India (ACMA)	National
5.	Confederation of International Manufacturers	National
6.	Federation of Indian Export	National
7.	Confederation of Indian Industries (CII)	National
8.	The Institute of Indian Foundrymen (IIF)	National
9.	Singhbhum Chamber of Commerce (SCC)	State
10.	Adityapur Small Industries Association (ASIA)	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:

There were no incidents of anti-competitive conduct by the Company during the reporting period i.e, Financial Year 2024-25. Therefore, no corrective actions were taken by any regulatory authority on any issues related to anti-competitive conduct.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Leadership Indicators

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

Sl. No.	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 – please specify)	Web Link, if available
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:

The Company undertakes its Corporate Social Responsibility activities through various “CSR Yojanas”. However, the Company has not conducted any Social Impact Assessment as the same is not applicable as per the applicable laws.

Name and brief details of project	SIA Notification no.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes / No)	Relevant web link
No Social Impact Assessments of projects were required to be undertaken during the Financial Year 2024-25 as per the applicable laws.					

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

Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	%age of PAFs covered by R&Rs	Amounts paid to PAFs in the FY (In INR)
Not Applicable					

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

The Company’s Corporate Social Responsibility (CSR) team has been bestowed with the responsibility to monitor the CSR projects regularly. In the process they continuously engage with the communities in the areas of operation. Any grievances brought to the attention of the Corporate Social Responsibility Committee are timely addressed and resolution is reached.

The Company implements all its CSR activities through its implementing agency Ramkrishna Foundation, CSR Trust, which is managed by the Company.

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

Particulars	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directly sourced from MSMEs/ Small Producers*	2%	2%
Directly from within India*	97%	98%

*Only covers Raw Materials

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 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Rural	NIL	NIL
Semi-urban	NIL	NIL
Urban	83%	86%
Metropolitan	17%	14%

*Location has been categorized as per RBI Classification System – rural/semi-urban/urban/metropolitans

Note: Population in the above-mentioned locations is in accordance with RBI 2011 Census

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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):

Details of negative social impact identified	Corrective action taken
Since no Social Impact Assessments were required to be done for projects during the Financial Year 2024-25, no corrective actions were required to be taken.	

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 INR)
Presently, the Company is not undertaking any projects in aspirational districts as identified by government bodies.			

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? Not Applicable

(c) What percentage of total procurement (by value) does it constitute? Not Applicable

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:

Sl. No.	CSR Project	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
a.	Ramkrishna Shiksha Yojana – Fee Distribution of Uniforms and Books	490	100%
b.	Ramkrishna Shiksha Yojana - Facilities of E-learning with Computers and Smart Boards	550	100%
c.	Ramkrishna Jankalyan Yojana – Free Meal Distribution to Underprivileged Children and Old Age Home per day	500	100%
d.	Ramkrishna Swastya Yojana – Care for Autism	18	100%
e.	Ramkrishna Jankalyan Yojana – Concrete Road Construction	530	100%
f.	Ramkrishna Jankalyan Yojana – Health Camps	797	100%
g.	Ramkrishna Jankalyan Yojana – Distribution of Household Dustbins	2,500	100%
h.	Ramkrishna Jankalyan Yojana – Installation of Handpumps	1,350	100%



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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:

The Company has an integrated management system procedure for handling and resolution of customer complaints. The Company is predominantly a B2B Company and sells its products to large Original Equipment Manufacturers (OEMs) and Tier 1 customers across various end-use industries. The Company ensures full delivery on time to all its customers based on the schedules shared by them.

Customer response and customer satisfaction are amongst the most important factors for the Company. The Company engages with its customers on various platforms to understand their expectations. The Company obtains customer feedback directly or by referring to the customer portal on a monthly basis. Accordingly, corrective measures are planned and implemented. Customer satisfaction trends are compiled, monitored and reviewed by top management at defined intervals for getting directives for improvement.

2. Turnover of products and/services as a percentage of turnover from ALL products/services that carry information about Environmental and Social Parameters relevant to the product, safe and responsible usage, recycling and/or safe disposal:

Products sold by the Company are completely recyclable as they are metal components. However, the estimation of environmental and social parameters relevant to the product as a percentage of total turnover is not being done by the Company.

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

Particulars	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Received during the year	Pending resolution at end of the year	Remarks	Received during the year	Pending resolution at end of the year	Remarks
Data Privacy			No Remarks			No Remarks
Advertising		NIL			NIL	
Cyber security						
Delivery of essential services		Not Applicable			Not Applicable	
Restrictive Trade Practices						
Unfair Trade Practices		NIL			NIL	
Other (CRM, CCS, Sales, Brigade+)						

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

No instances were reported where the Company's Products were recalled either voluntarily or forced during the Financial Year 2024-25.

Particulars	Number	Reasons for recall
Voluntary recalls	NIL	NA
Forced recalls	NIL	NA

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:

The Company has implemented a firewall between the internet and private internal network in order to create a secure operating environment for its computers and network resources. The purpose of the firewall is to filter internet traffic in order to mitigate risks and losses associated with security threats, while maintaining appropriate level of access. The IT Security Policy refers specifically to the firewall already installed in the Company's premises. The firewall also protects internal systems and restricts unwanted access into the Network. In order to ensure greater privacy pen drive access and Hard Disk Drive (HDD) access are blocked by the Company and only registered users can use the same.

The IT Security Policy of the Company is maintained on the intranet portal of the Company.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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:

The Company has implemented Full-Fledged Data Leakage Prevention (DLP) Software into its systems. The Company has also undertaken Proof of Concept (POC) mechanism to understand the successful implementation of the DLP Software system.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches: NIL
- b. Percentage of data breaches involving personally identifiable information of customers: NIL
- c. Impact, if any, of the data breaches: Not Applicable

Leadership Indicators

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

The Company's website contains information about the key product categories which it offers to its customers across various industries. The weblink for the same can be accessed at www.ramkrishnaforgings.com

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

Since, the Company supplies majority of its products to Original Equipment Manufacturers (OEMs) and Tier-1 automotive companies, who then assemble and send the end product to the general customer, the Company has limited scope for informing and educating the end user about the safe and responsible usage of its products.

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

Since majority of the Company's products are directly supplied to the Original Equipment Manufacturers (OEMs) and Tier 1 customers, who then assemble and send the end product to the consumers, the Company has limited scope for informing the end user about the risk of disruption/discontinuation of its essential service.

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):

Yes, since majority of the Company's products are OEM specific and as per the OEM requirements, the Company displays product requirements on packaging as per the OEMs requirements and are consistent with the mandated laws which are applicable to the Company. The Company follows customer specific labelling standard for product related information which are displayed on the master packaging.

Customer response and customer satisfaction are one of the most important factors for the Company. The Company engages with its customers on various platforms to understand their expectations. The Company obtains customer feedback directly or by referring to customer portal on a monthly basis to identify the areas of concern reported. Accordingly, corrective measures are planned by the Company and implemented thereafter. Customer satisfaction trends are compiled, monitored and reviewed by the top management of the Company at defined intervals and improvements suggested by the management are implemented.