



August 16, 2024

Compliance Department, <b>BSE Limited</b> , Phiroze Jeejeebhoy Tower, Dalal Street, Fort, Mumbai - 400 001	Compliance Department, <b>National Stock Exchange of India Ltd.</b> Exchange Plaza, Plot No. C/1, G-Block, Bandra Kurla Complex Bandra - (E), Mumbai - 400 051
<b>Scrip Code:- 539889</b>	<b>Scrip Symbol :- PARAGMILK</b>

Dear Sir / Madam,

**Sub: Business Responsibility and Sustainability Report for the Financial Year 2023-24**

Pursuant to Regulations 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations & Disclosure Requirements) Regulations 2015, we are submitting herewith the Business Responsibility and Sustainability Report for the Financial Year 2023-24.

Request you to kindly take the same on records.

Thanking you,

For **Parag Milk Foods Limited**

**Virendra Varma**  
**Company Secretary and Compliance Officer**  
**FCS No. 10520**

*Encl: As above.*



Parag Milk Foods Ltd.,

CIN-L15204PN1992PLC070209

**Regd. Office:** Flat No. 1 Plot No. 19, Nav Rajasthan Co-Op Housing Society, Behind Ratna Memorial Hospital,  
Senapati Bapat Road, Shivaji Nagar, Pune - 411016. Ph.: +91 72764 70001

**Corporate Office:** 10<sup>th</sup> floor, Nirmal building, Nariman point, Mumbai - 40021 Tel.: 022-43005555 Fax: 022-43005580

**Website:** [www.paragmilkfoods.com](http://www.paragmilkfoods.com) | **email:** [investors@paragmilkfoods.com](mailto:investors@paragmilkfoods.com)

# BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

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

The present report has been compiled in accordance with the guidelines set forth by the Securities and Exchange Board of India (SEBI) for Business Responsibility and Sustainability Reporting (BRSR). Its principal aim is to exhibit enhanced transparency with respect to the means by which enterprises generate value by making active contributions to a sustainable economy. The report highlights our steadfast dedication to generating long-term value for our stakeholders while concurrently advancing sustainable development.

## SECTION A: GENERAL DISCLOSURES

### 1) DETAILS OF THE ENTITY

S. No	Particulars	Response
1.	Corporate identity Number (CIN) of the Entity	L15204PN1992PLC070209
2.	Name of the Entity	Parag Milk Foods Limited
3.	Year of incorporation	1992
4.	Registered office address	Flat No.1, Plot No.19, Nav Rajasthan Soc., Behind Ratna Memorial Hospital, S.B. Road, Shivaji Nagar Pune, Maharashtra - 411016
5.	Corporate Office address	10 <sup>th</sup> Floor, Nirmal Building, Nariman Point, Mumbai - 400021
6.	E-mail	cs@parag.com
7.	Telephone	(020) 4131 - 4444
8.	Website	www.paragmilkfoods.com
9.	Financial year for which reporting is being done	2023 - 24
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited, National Stock Exchange of India Limited
11.	Paid-up Capital	₹1,19,37,58,410/- (Divided into 11,93,75,841 equity shares of ₹10/- each.
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Sangeeta Tripathi (Sr. Manager - Investor Relations) Telephone: 022 - 4300 5555 Email address: sangeeta.tripathi@parag.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosure under this report is on standalone basis for Parag Milk Foods Limited, unless otherwise specified.
14.	Name of assurance provider	None
15.	Type of assurance obtained	Not Applicable (NA)

### 2) PRODUCTS/SERVICES

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

S.No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Manufacturing	Food, beverages and tobacco products	100%

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

S.No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Manufacture of dairy products	1050	100%

### 3) OPERATIONS

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

Location	Number of plants	Number of offices	Total
National	3	33	36
International	NIL	NIL	NIL

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

##### a) Number of locations

Locations	Number
<b>National (No. of States)</b>	Our Company has a presence in all the States and Union Territories of India, demonstrating our comprehensive coverage and commitment to serving customers throughout the nation
<b>International (No. of Countries)</b>	30 plus International Markets

##### b) Contribution of exports:

<b>What is the contribution of exports as a percentage of the total turnover of the entity?</b>	1.21%
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##### c) Type of Customers

**A brief on types of customers** Our Company caters to a wide range of esteemed customers, leveraging the paramount Unique Selling Point (USP) of its products, which are meticulously processed from 100% cow's milk. With an extensive and robust distribution network comprising 24 strategically located depots, over 300 super stockists, and an extensive network of more than 3,000 distributors, our company effectively reaches and serves an extensive network of over 3.5 lakh retail counters across diverse geographical locations.

Moreover, our Company has successfully forged strong partnerships with reputable institutional and HORECA (Hotels, Restaurants, and Catering) customers. These valued customers rely on our exceptional product portfolio, including ghee, cheese and whey products, to fulfil their distinct requirements and elevate their culinary offerings. By catering to these discerning customers, our company reinforces its position in the market, showcasing its unwavering commitment to delivering unparalleled quality and catering to the diverse needs of its esteemed clientele.

### 4) EMPLOYEES

#### 20. Details at the end of the Financial year:

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

S. No. Particulars	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Employees</b>					
1. Permanent (D)	1219	1087	89.17%	132	10.83%
2. Other than Permanent (E)	124	67	54.03%	57	45.97%
3. Total employees (D + E)	1343	1154	85.93%	189	14.07%
<b>Workers</b>					
1. Permanent (F)	553	538	97.29%	15	2.71%
2. Other than Permanent (G)	280	131	46.79%	149	53.21%
3. Total workers (F + G)	833	669	80.31%	164	19.69%

**b) Differently abled Employees and Workers:**

S.No. Particulars	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Differently Abled Employees</b>					
1. Permanent (D)	1	0	-	1	100%
2. Other than Permanent (E)	0	0	-	0	-
3. Total employees (D + E)	1	0	-	1	100%
<b>Differently Abled Workers</b>					
1. Permanent (F)	7	7	100%	0	-
2. Other than Permanent (G)	0	0	-	0	-
3. Total workers (F + G)	7	7	100%	0	-

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

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	2	25%
Key Management Personnel	2*	0	-

\*Includes: Company Secretary and Chief Financial Officer

**22. Turnover rate for permanent employees and workers:**

(Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	35%	18%	33%	41%	43%	41%	34%	46%	35%
Permanent Workers	4%	7%	4%	7%	0%	7%	7.5%	22%	8%

**5) HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)****23. Names of holding / subsidiary / associate companies / joint ventures:**

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Bhagyalaxmi Dairy Farms Private Limited	Subsidiary	100%	No, nevertheless, the unlisted private subsidiary independently undertakes its own business responsibility initiatives while ensuring alignment with the company's environmental, social, and governance (ESG) initiatives.

**6) CORPORATE SOCIAL RESPONSIBILITY (CSR) DETAILS**

Sr. No.	Requirement	Response
1.	Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
2.	Turnover (In Millions)	30,898.26
3.	Net worth (In Millions)	9,126.63

## 7) TRANSPARENCY AND DISCLOSURES COMPLIANCES

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	-	0	0	-
Investors and shareholders	Yes	12	0	*	23	0	*
Employees and workers	Yes	0	0	-	0	0	-
Customers	Yes	0	0	-	0	0	-
Value Chain Partners	Yes	0	0	-	0	0	-

\*All the received complaints have been successfully addressed and resolved.

Our Company has developed an all-encompassing Stakeholder Management Policy aimed at establishing a structured framework for addressing concerns and grievances expressed by both internal and external stakeholders. This policy has been designed to proactively mitigate any potential social risks that could have a negative impact on Parag's operations.

For more detailed information, please refer to Parag's Stakeholder Management Policy, accessible through the following web link: <https://www.paragmilkfoods.com/investors.php>

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

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

S. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	GHG Emissions	Risk	Greenhouse gas (GHG) emissions pose several risks for a dairy company which contributes to a significant amount of global emissions. As climate change intensifies, shifting weather patterns compromise the availability and quality of essential resources like water and feed crops for dairy cattle. Rising temperatures also exacerbate heat stress in cattle, undermining their health and productivity.	To mitigate GHG emissions risks, PMFL is enhancing feed efficiency, decreasing manure emissions, using 45% of clean Renewable Energy in its Operations, implementing conservation measures, optimizing water usage, and addressing public concerns regarding the ecological footprint of the Company.	Negative

S. Material No issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2. Water Management	Risk	Effective water management is crucial in the dairy industry for maintaining hygiene, product quality and sustainability. Poor water quality can harm the taste, texture, and shelf-life of dairy products, impacting brand reputation. Water scarcity challenges animal welfare and farm profitability, as dairy farming relies heavily on water. Unsustainable water usage and wastewater disposal can lead to pollution and ecosystem degradation.	To address water management risks, PMFL has implemented various strategies, including water conservation practices, monitoring water usage, and implementing water management plans. As a result, it has significantly reduced water consumption per litre of milk handled. Approximately 55% of the unit's water usage is sourced from recycled sources, demonstrating commitment to responsible water management and environmental preservation. This achievement is driven by recycling and reusing ETP-treated water for gardening, agriculture, and cleaning milk storage tankers, adoption of the Zero Liquid Discharge principle.	Negative
3. Waste Management	Risk	Improper disposal of dairy waste can result in environmental pollution, contaminating water sources and harming local ecosystems. Health hazards emerge as manure accumulation becomes a ground for pathogens, posing threats to both livestock and nearby communities.	Our Company mitigates the risks associated with waste management by implementing the following strategies: Reducing waste generation, Segregating and managing waste, implementing waste management plans, conducting Training and awareness.	Negative
4. Product Quality & Safety	Opportunity	PMFL differentiates themselves from competitors and establish a competitive advantage. Consumers are willing to pay more for products that are perceived to be of higher quality and safe. Prioritizing product quality and safety encourages innovation and differentiation within the industry.	-	Positive

S. Material No issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5. Customer Welfare	Opportunity	Customer welfare presents a significant opportunity for our Company to improve the financial performance and grow the business. By prioritizing customer needs, Company can build trust and loyalty with customers, increase sales and revenue, and enhance brand reputation and market positioning, which can all contribute to long-term success.	-	Positive
6. Competitive Behaviour	Opportunity	Competitive behaviour is an opportunity for our Company, as it can lead to innovation, increased market share, improved efficiency, higher customer satisfaction, and overall industry growth.	-	Positive

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

S. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>										
1.	a) Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b) Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c) Web Link of the Policies, if available	<a href="https://www.paragmilkfoods.com/investors.php">https://www.paragmilkfoods.com/investors.php</a> in 'Policies' tab under 'Corporate Governance' section.								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes, the Company has translated the policies into procedures.								
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, these extend to value chain partners wherever it is relevant and to the extent applicable.								

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.	<b>P1</b>	Our Company's operations adhere to the National Guidelines on Responsible Business Conduct (NGBRC).
		<b>P2</b>	Food Safety Management System ISO: 22000:2018, Halal Certificate 1500-2019.
		<b>P3</b>	Occupational Health and Management Systems OHSAS 45001:2018.
		<b>P4</b>	Our Company's operations adhere to the National Guidelines on Responsible Business Conduct (NGBRC).
		<b>P5</b>	Our Company's operations adhere to the National Guidelines on Responsible Business Conduct (NGBRC).
		<b>P6</b>	Environmental Management Compliance System ISO: 14001:2015, Certification on Energy Management 50001:2018.
		<b>P7</b>	Our Company's operations adhere to the National Guidelines on Responsible Business Conduct (NGBRC).
		<b>P8</b>	Our Company's operations adhere to the National Guidelines on Responsible Business Conduct (NGBRC).
		<b>P9</b>	Our Company's operations adhere to the National Guidelines on Responsible Business Conduct (NGBRC).

5. Specific commitments, goals and targets set by the entity with defined timelines, if any.

S. No	Specific commitments, goals	Description	Principle
1	Water Management	<p><b>Objective:</b></p> <p>To optimise water management practices and ensure the efficient and sustainable use of water resources within our company.</p> <p><b>Commitment:</b></p> <p>Our company is committed to implementing water-efficient technologies and practices throughout its operations. We will invest in equipment and systems that reduce water consumption, such as high-efficiency cleaning systems, water recycling systems, and automated water monitoring systems. Additionally, we will prioritise water conservation measures and employee awareness programs to foster a culture of responsible water usage.</p> <p><b>Targets and Timeline:</b></p> <p>By Year 2026, we aim to achieve the following targets:</p> <ol style="list-style-type: none"> <li>1. Water Reduction per Litre of Milk: Reduce the amount of water required per litre of milk at our facilities in Manchar and Palamaner.</li> <li>2. Increase Water Recycling: Boost water recycling efforts by 20% through investments in advanced water treatment and recycling systems. Attain 50% water recycling across our operations.</li> <li>3. Implement Water-Efficient Technologies: Adopt water-efficient technologies and practices in our production areas to achieve an overall reduction in water consumption.</li> </ol>	P6



4. Reduction in Fresh Water Usage: Achieve a 35% reduction in fresh water usage.
5. Groundwater Recharge: Facilitate groundwater recharge by 1,50,000 litres per annum through various initiatives, such as rainwater harvesting (RHW) and pond desilting.

These targets will guide our efforts in improving water management practices, minimising water usage, and contributing to the long-term sustainability of water resources. We will regularly monitor and evaluate our progress to ensure the effective implementation of our commitments.

2 Waste Management

**Objective:**

P6

To establish effective waste management practices within our company, focussing on waste reduction, recycling responsible disposal and minimising environment impacts.

**Commitment:**

Our company is committed to implementing Proper waste segregation and handling procedures, Responsible disposal methods, Hazardous waste management protocols and promoting Recycling and reuse initiatives. We will prioritise the adoption of sustainable wate management practices across all our operations.

**Targets and Timeline:**

By Year 2026, we aim to achieve the following targets:

1. Waste Reduction: Decrease waste generation by 8% through initiatives such as waste reduction programs, process optimization, and employee awareness campaigns.
2. Increase Waste Recycling: Enhance waste recycling efforts by promoting the use of materials within our company and exploring opportunities for circular economy practices.
3. Packaging Material Consumption: Improve overall packaging material consumption by 2% by Year 2026, and achieve a 5% improvement per metric ton by Year 2030.
4. Recyclable Packaging Material: Transition to using 100% recyclable packaging material by Year 2030.

These targets and timelines will guide our efforts in improving waste management practices, reducing waste generation and maximising resource efficiency. We will regularly assess and monitor our progress to ensure the successful implementation of our commitments and contribute to a sustainable future.

3 Energy Management	<p><b>Objective:</b></p> <p>To achieve efficient energy management practices within our company, focussing on optimising energy use, reducing consumption, promoting energy efficiency and increasing the adoption of renewable energy sources.</p> <p><b>Commitment:</b></p> <p>Our Company is committed to investing in energy-efficient equipment, providing employee training and awareness, adopting renewable energy systems, and continuously monitoring and reporting systems and improving our energy management practices through benchmarking and best practices.</p> <p><b>Targets and Timeline:</b></p> <p>By Year 2026, we aim to achieve the following targets:</p> <ol style="list-style-type: none"> <li>1. Renewable Energy: Ensure that 75% of our electrical energy comes from renewable sources. and by Year 2030, we aim to source 50% of our overall energy from green and clean sources.</li> <li>2. Reduction in Non-Renewable Energy Consumption: Decrease non-renewable energy use by 20% through investments in renewable energy infrastructure, such as biogas and solar panels, and by exploring green energy procurement partnerships.</li> <li>3. Energy Monitoring and Reporting Systems: Implement systems to monitor and report energy consumption, identify areas for improvement, and enhance accountability.</li> <li>4. Improvement in Captive Energy Consumption: Achieve a 2% improvement in captive energy consumption per metric ton by Year 2026.</li> <li>5. Continuous Improvement: Enhance our energy management practices by benchmarking against industry standards and adopting best practices in energy efficiency.</li> </ol> <p>These targets and timelines will guide our efforts in optimising energy management, reducing our environment footprint and transitioning towards a more sustainable energy future.</p>	P6
4 Product Quality & Safety	<p><b>Objective:</b></p> <p>To ensure production of high quality dairy products that consistently meet customer expectations in terms of taste, texture, appearance and nutritional contents.</p> <p><b>Commitment:</b></p> <p>Our company is committed to implementing robust hygiene and sanitation practices across all stages of production. We will maintain clean and sanitised production facilities, adhere to strict sanitation procedures, and continuously monitor and control microbiological hazards to prevent contamination and ensure product safety.</p> <p><b>Targets and Timeline:</b></p> <p>Our Company aims to maintain and continuously improve the standards and best practices already in place for quality control, hygiene and sanitation.</p> <p>Our commitment to hygiene sanitation and quality control will be an integral part of our daily operations to maintain the trust and satisfaction of our customers.</p>	P2

- |    |   |  |
|----|---|--|
| 6. | Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met | We are diligently advancing our initiatives in water management, waste management, energy management, and product quality and safety by integrating advanced technologies and sustainable practices. These comprehensive efforts are strategically aligned with our 2026 objectives, aimed at optimizing resource efficiency and enhancing overall operational sustainability. Through these initiatives, we seek to achieve significant improvements in efficiency and effectiveness across all facets of our operations. |
|----|---|--|

**Governance, leadership and oversight**

- |    |   |   |
|----|---|---|
| 7. | Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements | As the Director responsible for business responsibility, I am pleased to report that our company has made significant strides in addressing key Environmental, Social, and Governance (ESG) challenges. Our unwavering focus on sustainability has not only allowed us to meet our targets but has also enhanced the overall impact of our operations on the environment, our stakeholders, and the communities we serve. |
|----|---|---|

We have achieved notable milestones, including a substantial reduction in our carbon footprint through targeted investments in renewable energy. By Year 2026, we aim to source 75% of our electrical energy from renewable sources, with a longer-term goal of 50% from green and clean sources by Year 2030. In waste management, we have made considerable progress, setting ambitious targets to reduce waste generation by 8%, improve packaging material consumption by 2% by Year 2026, and reach a 5% improvement per metric ton by Year 2030. We are also committed to using 100% recyclable packaging material by Year 2030.

Our water management efforts have been equally impressive. We are focused on reducing water use per litre of milk, increasing water recycling by 20%, and achieving a 35% reduction in fresh water usage by Year 2026. Additionally, we are dedicated to recharging 150,000 litres of groundwater Annually through initiatives such as rainwater harvesting and pond desilting.

Beyond these environmental initiatives, we have strengthened our engagement with suppliers to ensure ethical sourcing practices and invested in local communities through various programs. Our commitment to ESG performance remains steadfast as we set new targets and refine our strategies, continuously striving to drive further progress and uphold our dedication to sustainability.

- Pritam Shah  
 Managing Director & Interim CFO  
 (DIN: 01127247)

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|----|---|--|
| 8. | Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies). | The Risk Management Committee is the highest authority responsible for implementation and oversight of the Business Responsibility Policies. |
|----|---|--|



## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

The purpose of this section is to assist entities in showcasing their ability to effectively incorporate the principles and core elements into critical processes and decisions. The Company has complied with all mandatory disclosures stipulated under the Business Responsibility and Sustainability Reporting (BRSR) framework. Moreover, the Company is currently in the process of disclosing leadership indicators in its forthcoming financial years.

### PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE



#### A) ESSENTIAL INDICATORS:

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes*
<b>Board of Directors</b>	11	<ul style="list-style-type: none"> <li>• Outlook of dairy sector</li> <li>• Governance and regulatory compliance requirements</li> <li>• Inclusive Growth and Equitable Development through CSR Initiatives</li> <li>• Whistle Blower Mechanism</li> <li>• Risk management</li> <li>• Cyber security risk</li> </ul>	100%
<b>Key Managerial Personnel</b>	11	<ul style="list-style-type: none"> <li>• Updates and awareness related to regulatory changes are provided for the benefit of the Key Managerial Personnel. Topics covered include: Corporate Governance, Companies Act, 2013, SEBI regulations as applicable to the Company</li> <li>• ESG matters</li> <li>• Cyber security risk</li> <li>• Inclusive Growth and Equitable Development through CSR Initiatives</li> <li>• Risk management</li> <li>• Whistle Blower Mechanism</li> </ul>	100%
<b>Employees other than BOD and KMPs</b>	351	<ul style="list-style-type: none"> <li>• Corporate Induction</li> <li>• Sales Training</li> <li>• Grooming Session</li> </ul>	100%
<b>Workers</b>	207	<ul style="list-style-type: none"> <li>• GMP*</li> <li>• HACCP*</li> <li>• CCP*</li> <li>• Personal Hygiene</li> <li>• Corona Prevention</li> <li>• Energy Conservation &amp; Department</li> <li>• Operation</li> <li>• Safety</li> <li>• FOSTAC*</li> </ul>	100%

(GMP–Good Manufacturing Practice, HACCP–Hazardous Analysis and Critical Control Points, CCP–Critical Control Points, FOSTAC–Food Safety Training and Certification)

\*As applicable in respective Category

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format:

MONETARY					
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	NA	NA	NIL	NA	No
Settlement	NA	NA	NIL	NA	No
Compounding fee	NA	NA	NIL	NA	No

NON-MONETARY					
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	Has an appeal been preferred? (Yes/No)
Imprisonment	NA	NA	NA	No	No
Punishment	NA	NA	NA	No	No

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

4. Anti-corruption or Anti-bribery policy:

**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, Our Company has an anti-corruption or anti-bribery policy. Its main objective is to initiate steps to reduce the bribery and corruption risks to the business of the Company by setting out clear guidelines. The document is applicable to all the employees, Directors, Business Partners/Vendors and Representatives or any other persons/individuals, who may be acting on behalf of our Company. The Policy compels them to be ethical, accountable and transparent in their day-today office work. It also lays down provisions for the board members as well as Key Management Personnel (KMP) for compliance with the code. The Policy can be accessed at <https://www.paragmilkfoods.com/investors.php> under "Policies" tab in "Corporate Governance" section.

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

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

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

	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
<b>Number of complaints received in relation to issues of Conflict of Interest of the Directors</b>	NIL	NA	NIL	NA
<b>Number of complaints received in relation to issues of Conflict of Interest of the KMPs</b>	NIL	NA	NIL	NA

**7. Corrective Actions:**

<b>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</b>	There have been no material fines, penalties or actions taken by regulators, law enforcement agencies, or judicial institutions related to cases of corruption and conflicts of interest, hence this section is not applicable to the Company.
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**8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:**

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Number of days of accounts payables</b>	27.87	19.92

**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 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Concentration of Purchases</b>	a. Purchases from trading houses as % of total purchases	98.07%	98.77%
	b. Number of Trading houses where purchases are made from	20571	20866
	c. Purchases from top 10 Trading houses as % of total purchases from trading houses	34.04%	43.94%
<b>Concentration of Sales</b>	a. Sale to dealers / distributed as % of total sales	96.66%	97.06%
	b. Number of dealers / distributions to whom sales are made	3626	3134
	c. Sales upto 10 dealers / distributors as % of total sales to dealers / distributors	22.64%	23.49%
<b>Share of RPTs in</b>	a. Purchases (Purchases with related parties / Total Purchases)	1.93%	1.23%
	b. Sales (Sales to related parties / Total Sales)	0.06%	0.35%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	7.77%	4.46%
	d. Investments (Investments in related parties / Total Investments made)	95.75%	92.67%

**PRINCIPLE 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE****A) ESSENTIAL INDICATORS:**

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

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
<b>R&amp;D</b>	NIL	NIL	NA
<b>Capex</b>	2.33%	1.89%	<ol style="list-style-type: none"> <li>We have signed 8 MVA Solar Power agreements with Tata solar power for Purchasing, Shareholding &amp; Power delivery.</li> <li>Bio-gas Generation for Power Generation: Presently we are generating 2000 unit/day from biogas which is generated from ETP</li> <li>We are using biogas (generated from ETP) for canteen that replaced 4 LPG cylinder per day, saving of 28000 Kg LPG per Year by using Renewable source.</li> <li>We have replaced 1200 TR refrigeration from Freon to 134 A to reduce Ozone Depletion. The remaining Freon unit will be replaced till Year 2026</li> </ol>

**2. Sustainable sourcing:**

<b>Does the entity have procedures in place for sustainable sourcing? (Yes/No)</b>	Our Company maintains a strong and healthy relationship with its suppliers, vendors, and service providers, integrating them into our growth strategy.  Given that milk is highly susceptible to contamination, it is crucial to transport it to the chilling centre within hours of procurement to prevent spoilage. Our Company emphasizes direct milk procurement from farmers and employs state-of-the-art logistics infrastructure to ensure timely delivery to the nearest chilling centre. We have developed comprehensive strategies to implement sustainable practices in the procurement process, ensuring that fresh milk from farmers reaches Millions of consumers swiftly.
<b>If yes, what percentage of inputs were sourced sustainably?</b>	100%



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

**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.**

As a dairy-based company, our products are perishable and thus not intended for recycling. However, we take significant steps to manage our environmental impact through effective recycling practices within our production process. Specifically, we recycle effluent water used for washing milk storage tankers and crates, and repurpose it for gardening and other uses.

**(a) Plastics (Including Packaging):**

We work with certified waste handlers to manage our plastic waste. This waste is processed through Extended Producer Responsibility (EPR) programs, while hazardous plastic waste is disposed of by certified vendors. Other types of waste, such as food waste, are converted into manure.

**(b) E-Waste:**

As part of our commitment to environmental responsibility, we dispose of electronic waste through authorized IT dismantling, refurbishing, and servicing facilities once they reach the end of their useful life. We obtain disposal and recycling certificates from these e-waste vendors to ensure proper management.

**(c) Hazardous Waste:**

Batteries are returned to authorized vendors under a buyback policy with original equipment manufacturers (OEMs) when they reach the end of their life cycle. Used oil is handed over to government-authorized registered recyclers for proper disposal.

**(d) Other Waste:**

For general waste management, we partner with certified waste handlers. We ensure that we receive disposal and recycling certificates from these vendors to verify proper waste processing.

Our Company adheres to the principles of 'Reduce,' 'Recycle,' and 'Recover' to promote environmental sustainability and minimize our ecological footprint.

**4. Extended Producer Responsibility (EPR) plan:**

**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**  
 Our Company is dedicated to circular waste management practices. In June, 2022, we obtained a Brand Owner registration certificate from the Central Pollution Control Board, with Registration Number: BO-15-000-06-AABCP0425G-22. Our waste collection strategy aligns with the Extended Producer Responsibility (EPR) plan that we submitted to the Pollution Control Boards.

**PRINCIPLE 3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS****A) ESSENTIAL INDICATORS:****1. A) Details of measures for the well-being of employees:**

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
<b>Permanent employees</b>											
<b>Male</b>	1087	985	90.62%	189	17.39%	NA	-	1087	100%	0	-
<b>Female</b>	132	61	46.21%	45	34.09%	132	100%	NA	-	0	-
<b>Total</b>	1219	1046	85.81%	234	19.20%	132	10.8%	1087	89.17%	0	-
<b>Other than Permanent employees</b>											
<b>Male</b>	67	67	100%	67	100%	NA	-	67	100%	0	-
<b>Female</b>	57	57	100%	57	100%	57	100%	NA	-	0	-
<b>Total</b>	124	124	100%	124	100%	57	45.96%	67	54.03%	0	-

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	
<b>Permanent workers</b>											
<b>Male</b>	538	538	100%	538	100%	NA	-	538	100%	0	-
<b>Female</b>	15	15	100%	15	100%	15	100%	NA	-	0	-
<b>Total</b>	553	553	100%	553	100%	15	2.71%	538	97.29%	0	-
<b>Other than Permanent workers</b>											
<b>Male</b>	131	131	100%	131	100%	NA	-	131	100%	0	-
<b>Female</b>	149	149	100%	149	100%	149	100%	NA	-	0	-
<b>Total</b>	280	280	100%	280	100%	149	53.21%	131	46.79%	0	-

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Cost incurred on well-being measures as a % of total revenue of the company</b>	3.4%	3.1%

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

Benefits	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	100%	100%	Yes	100%	100%	Yes
Others please specify	-	-	-	-	-	-

**3. Accessibility of workplaces:**

<b>Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.</b>	Yes, our offices are designed to be fully accessible to all employees, including those with disabilities. We are committed to creating an inclusive work environment and regularly consult with employees to enhance and address the mobility needs of individuals with disabilities. This ongoing dialogue helps us identify areas for improvement and ensure that our facilities and resources effectively support everyone in the workplace.
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**4. Equal Opportunity Policy:**

<b>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.</b>	The Human Rights Policy serves as a comprehensive guide to ensure fairness and prevent discrimination in the workplace. It explicitly prohibits any form of discrimination based on race, sex, religion, age, disability, national origin, or other similar factors. This policy underscores our commitment to creating an equitable and respectful environment for all individuals and mandates prompt action against any violations to uphold these principles. Weblink - <a href="https://www.paragmilkfoods.com/investors.php">https://www.paragmilkfoods.com/investors.php</a> under 'Policies' tab in 'Corporate Governance' section.
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**5. Return to work and Retention rates of permanent employees and workers that took parental leave:**

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	NA	NA
Female	50%	100%	NA	NA
Total	50%	100%	NA	NA

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

	Yes/No (if yes, then give details of the mechanism in brief)
<b>Permanent Workers</b>	Yes, our Company has established a comprehensive Whistleblower and Protection Policy that outlines the procedures for reporting any concerns or issues. This policy provides clear guidance on how employees can raise complaints confidentially and without fear of retaliation. It is designed to ensure that any potential misconduct or violations are reported and addressed promptly, while protecting the rights and safety of those who come forward.
<b>Other than Permanent Workers</b>	Yes, Non-permanent workers at our Company's plants are employed through third-party contractors. The responsibility for addressing their grievances lies with these contractors. However, our Company ensures that all contractors adhere to relevant norms and regulations while operating on our premises. We regularly monitor and verify compliance to maintain a safe and fair working environment for all workers involved.

<b>Yes/No (If yes, then give details of the mechanism in brief)</b>	
<b>Permanent Employees</b>	Yes, our Company has implemented a robust Whistleblower and Protection Policy designed to support employees in raising concerns or reporting issues. This policy provides detailed procedures for submitting complaints confidentially and securely. Our aim is to foster a transparent and accountable work environment by ensuring that any concerns are addressed effectively and in accordance with established protocols.
<b>Other than Permanent Employees</b>	Vendors and contractors are bound by the terms outlined in their agreements or contracts with our Company. If they encounter any issues or grievances, they are encouraged to directly approach the relevant Department Head or the HR department. This process ensures that their concerns are addressed promptly and fairly, in accordance with the terms of their agreements and our Company's policies.

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

<b>Benefits</b>	<b>FY 2023-24 (Current Financial Year)</b>			<b>FY 2022-23 (Previous Financial Year)</b>		
	<b>Total employees / workers in respective category (A)</b>	<b>No. of employees / workers in respective category, who are part of association(s) or Union (B)</b>	<b>% (B/C)</b>	<b>Total employees / workers in respective category (C)</b>	<b>No. of employees / workers in respective category, who are part of association(s) or Union (D)</b>	<b>% (D / C)</b>
<b>Total Permanent Employees</b>	<b>1219</b>	<b>0</b>	<b>-</b>	<b>1188</b>	<b>0</b>	<b>-</b>
Male	1087	0	-	1105	0	-
Female	132	0	-	83	0	-
<b>Total Permanent Workers</b>	<b>553</b>	<b>0</b>	<b>-</b>	<b>528</b>	<b>0</b>	<b>-</b>
Male	538	0	-	520	0	-
Female	15	0	-	8	0	-

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

<b>Category</b>	<b>FY 2023-24 (Current Financial Year)</b>					<b>FY 2022-23 (Previous Financial Year)</b>				
	<b>Total (A)</b>	<b>On Health and safety</b>		<b>On Skill upgradation</b>		<b>Total (D)</b>	<b>On Health and safety measures</b>		<b>On Skill upgradation</b>	
		<b>No. (B)</b>	<b>% (B / A)</b>	<b>No. (C)</b>	<b>% (C / A)</b>		<b>No. (E)</b>	<b>% (E / D)</b>	<b>No. (F)</b>	<b>% (F / D)</b>
<b>Employees</b>										
Male	1087	1087	100	1087	100	1105	1105	100	1105	100
Female	132	132	100	132	100	83	83	100	83	100
<b>Total</b>	<b>1219</b>	<b>1219</b>	<b>100</b>	<b>1219</b>	<b>100</b>	<b>1188</b>	<b>1188</b>	<b>100</b>	<b>1188</b>	<b>100</b>
<b>Workers</b>										
Male	538	538	100	538	100	520	520	100	520	100
Female	15	15	100	15	100	8	8	100	8	100
<b>Total</b>	<b>553</b>	<b>553</b>	<b>100</b>	<b>553</b>	<b>100</b>	<b>528</b>	<b>528</b>	<b>100</b>	<b>528</b>	<b>100</b>

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	1087	1087	100%	1105	1105	100%
Female	132	132	100%	83	83	100%
<b>Total</b>	1219	1219	100%	1188	1188	100%
<b>Workers</b>						
Male	538	538	100%	520	520	100%
Female	15	15	100%	8	8	100%
<b>Total</b>	553	553	100%	528	528	100%

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

S. No. Particulars	Response
<p><b>a) Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?</b></p>	<p>Our Company has adopted the Occupational Health and Safety Assessment Series (OHSAS) standards to ensure the health and well-being of our employees. We conduct regular awareness sessions focusing on safety-related issues and provide training in Hazard Analysis Critical Control Point (HACCP) and Total Productive Maintenance to further enhance safety and operational efficiency.</p> <p>In addition to physical health, we are committed to the mental well-being of our employees. We offer various programs and organize discussions with well-being experts and medical practitioners to support mental health.</p> <p>To oversee and manage these efforts, we have established a Health and Safety Committee, supported by a dedicated Health and Safety Manager. This team ensures that our health and safety practices are effectively implemented and continuously improved.</p>
<p><b>b) What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?</b></p>	<p>We systematically identify and assess all work-related hazards associated with our routine activities through Hazard Identification and Risk Assessment (HIRA). Based on this assessment, we implement appropriate control measures to mitigate risks. Our site risk register is regularly reviewed and updated to reflect any changes.</p> <p>In addition, we conduct regular audits either internal or performed by external customers to continuously identify and evaluate work-related hazards. These audits help us address both routine and non-routine risks effectively, ensuring ongoing safety and compliance with established standards.</p>

S. No. Particulars	Response
c) <b>Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)</b>	<p>Our Company has established well-defined procedures for reporting work-related hazards, which involve both formal and informal methods. Employees can report hazards through structured channels such as incident reports, or via more informal means like direct verbal communication with their supervisors or designated safety officers.</p> <p>Workers receive training on identifying and reporting hazards effectively to ensure they understand how to use these reporting mechanisms.</p> <p>Furthermore, we conduct regular safety audits and ongoing training sessions to reinforce awareness and compliance with these reporting processes, ensuring that all employees are well-informed and adhere to safety protocols.</p>
d) <b>Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)</b>	<p>Each of our locations has pursued a range of certifications and adheres to the Group's policies on employee safety and well-being. These certifications demonstrate our commitment to meeting industry standards and best practices in ensuring a safe and healthy work environment. By following these policies, we ensure that all locations uphold a high level of safety and prioritize the well-being of our employees consistently across the organization.</p>

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

Safety Incident/Number	Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Lost Time Injury Frequency Rate (LTIFR) (per one Million-person hours worked)</b>	Employees	1.83	0
	Workers	4.40	0
<b>Total recordable work-related injuries</b>	Employees	0	0
	Workers	1	0
<b>No. of fatalities</b>	Employees	0	0
	Workers	0	0
<b>High consequence work-related injury or ill-health (excluding fatalities)</b>	Employees	0	0
	Workers	0	0

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

<b>Describe the measures taken by the entity to ensure a safe and healthy workplace.</b>	<p>To maintain a safe and healthy workplace, our Company has implemented a comprehensive set of measures:</p> <ol style="list-style-type: none"> <li>1. <b>Safety Audits and Risk Assessments:</b> We conduct regular safety audits and risk assessments to identify and mitigate potential hazards effectively.</li> <li>2. <b>Safety Training and Personal Protective Equipment:</b> Employees receive thorough safety training and are provided with the necessary personal protective equipment to ensure their safety while performing their duties.</li> <li>3. <b>Reporting Protocols and Feedback Mechanisms:</b> We have established clear protocols for reporting and addressing work-related hazards. Additionally, we provide mechanisms for employees to give feedback and suggest improvements.</li> <li>4. <b>Health Checks and Medical Screenings:</b> Regular health checks and medical screenings are offered to workers to detect and address any health issues promptly.</li> <li>5. <b>Promoting Safety Culture:</b> We foster a strong safety culture by actively promoting safety and health awareness among employees, ensuring that safety is a core value in our workplace.</li> </ol> <p>These measures collectively contribute to creating a safe, supportive, and health-conscious working environment.</p>
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**13. Number of Complaints on the following made by employees and workers:**

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	NIL	NIL	NIL	NIL
Health & Safety	NIL	NIL	NIL	NIL	NIL	NIL

**14. Assessments for the year:**

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

**15. Corrective Actions:**

<b>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 &amp; safety practices and working conditions.</b>	There were no incidents related to safety during the year. However, the Company has been following standard operating procedures to comply with state/local level regulations and ensure safety and hygiene protocols.
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**PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS**



**A) ESSENTIAL INDICATORS:**

**1. Identification of stakeholders group:**

**Describe the processes for identifying key stakeholder groups of the entity** Our Company has developed a Stakeholder Engagement Framework for identification of Stakeholders. In line with this framework, the stakeholder identification process at Parag comprises of the following phases:

- a. Analysis of business processes and identification of all interested, and impacted groups for each process.
- b. Classification of stakeholders in homogenous categories (according to relevance to the Company or to the stake they hold).
- c. Identification of priority groups within each category.

The above process helps in identification of stakeholders,

- a. who are directly or indirectly dependent on our company's activities, products or services and associated performance, or on whom Parag is dependent in order to operate; or
- b. to whom our Company has, or in the future may have, legal, commercial, operational, or ethical/moral responsibilities or
- c. who can influence or have impact on our company's strategic or operational decision-making.

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

<b>Stakeholder Group</b>	<b>Whether identified as Vulnerable &amp; Marginalized Group (Yes/No)</b>	<b>Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other</b>	<b>Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)</b>	<b>Purpose and scope of engagement including key topics and concerns raised during such engagement</b>
Shareholders	No	<ul style="list-style-type: none"> <li>• Annual General Meeting</li> <li>• Shareholder meets</li> <li>• Email</li> <li>• Stock Exchange (SE) Intimations</li> <li>• Investor/analysts meet</li> <li>• Conference calls</li> <li>• Annual report</li> <li>• quarterly results</li> <li>• Media releases and</li> <li>• Company/SE website</li> <li>• Notice</li> <li>• Newspaper advertisements</li> <li>• One-on-one interaction</li> </ul>	Quarterly, Half yearly, Annually and event based	<ul style="list-style-type: none"> <li>• Share price appreciation, dividends, profitability and financial stability</li> <li>• Robust ESG practices climate change risks, cyber risks, growth prospects</li> <li>• Queries/suggestions/assurance/complaints etc</li> <li>• Understanding shareholder expectations</li> </ul>
Government/Regulatory authorities	No	<ul style="list-style-type: none"> <li>• E-mails and letters</li> <li>• Conferences</li> <li>• Industry forums</li> <li>• Regulatory filings</li> <li>• Meetings with officials</li> <li>• Representations</li> </ul>	On periodical basis as provided under relevant legislations	In relation to Compliances with applicable laws, Industry concerns, changes in regulatory frameworks, skill and capacity building, employment.
Customers	No	<ul style="list-style-type: none"> <li>• Partnering with them in their journey from products to services</li> <li>• One-on-one interaction</li> <li>• Customer satisfaction survey</li> <li>• Feedback surveys and calls post redressal of complaints. Customer service helpline</li> <li>• Email, Telephone and physical and VC Meetings</li> </ul>	Fortnightly	<ul style="list-style-type: none"> <li>• Queries/suggestions/ assurance / complaints etc.</li> <li>• Understanding the customers' requirements.</li> </ul>



<b>Stakeholder Group</b>	<b>Whether identified as Vulnerable &amp; Marginalized Group (Yes/No)</b>	<b>Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other</b>	<b>Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)</b>	<b>Purpose and scope of engagement including key topics and concerns raised during such engagement</b>
Employees	No	<ul style="list-style-type: none"> <li>Personalised learning and development programmes</li> <li>Regular performance review and feedback</li> <li>One-on-one engagement, townhall meetings</li> <li>Employee engagement surveys</li> <li>Programmes catered around overall wellbeing</li> <li>Intranet Portal</li> <li>Emails, Notice Board, Meetings</li> </ul>	Daily	Hearing of all employee concerns, conducting meetings, People voice meeting, Suggestion Schemes, Conducting enquiries
Bankers	No	<ul style="list-style-type: none"> <li>Periodical Meetings</li> <li>Periodical Reports</li> <li>Emails</li> </ul>	Requirement basis	<ul style="list-style-type: none"> <li>Understand the banking compliance</li> <li>Maintaining rapport with our bankers</li> <li>Banking/Credit facilities.</li> </ul>
Community	No	<ul style="list-style-type: none"> <li>Collaboration with non-governmental organisations (NGOs)</li> <li>Field visits</li> <li>CSR and sustainability initiatives.</li> <li>Skill development</li> <li>One-on-one interactions</li> </ul>	Periodically	Integrated water management, clean water, Natural Resource Management, community development, livelihood support, disaster relief, Education, Skill development.
Waste Collection Agents	No	<ul style="list-style-type: none"> <li>Emails</li> <li>Need based meetings</li> </ul>	Requirement basis	Compliance to legal requirements, to carry out sound management of the waste generated by the Company

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Subsidiaries	No	<ul style="list-style-type: none"> <li>• Emails</li> <li>• Need based meetings</li> <li>• Periodical Reports</li> </ul>	Quarterly and Requirement basis	Discussions on major Investment/ expansion plan, sharing of performance Data, facilitate decision making on major topics
Peers	No	<ul style="list-style-type: none"> <li>• Industry events and conferences</li> <li>• Trade associations and industry groups</li> <li>• Market research and analysis</li> <li>• Benchmarking studies</li> </ul>	Requirement basis	To provide considerations and share insights on global developments
Board of Directors	No	<ul style="list-style-type: none"> <li>• Board Meetings – Engage with Board members through regular board meetings, either in person or virtually, to discuss company performance, strategy, and challenges. Meetings usually happen on a regular basis, such as quarterly.</li> <li>• Board Committees – Engage with Board committee members, such as Audit, CSR, and Risk Management committees, for more focused updates and discussions on specific areas of the company's operations.</li> <li>• Board Reports – Provide regular reports to the Board on company performance and progress towards strategic goals. Reports may include financial updates, key performance indicators, or other relevant information.</li> <li>• Informal Updates – Provide informal updates to Board members on an ongoing basis through channels such as emails, phone calls, or meetings outside of regular Board meetings.</li> </ul>	Quarterly and on any event/need basis	Company's business operations, planning, strategies etc

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



### A) ESSENTIAL INDICATORS:

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	1219	1219	100	1188	1188	100
Other than permanent	124	124	100	145	145	100
<b>Total Employees</b>	<b>1343</b>	<b>1343</b>	<b>100</b>	<b>1333</b>	<b>1333</b>	<b>100</b>
<b>Workers</b>						
Permanent	553	553	100	528	528	100
Other than permanent	280	280	100	741	741	100
<b>Total Workers</b>	<b>833</b>	<b>833</b>	<b>100</b>	<b>1269</b>	<b>1269</b>	<b>100</b>

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

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
<b>Permanent</b>	1219	0	-	1219	100	1188	0	-	1188	100
Male	1087	0	-	1087	100	1105	0	-	1105	100
Female	132	0	-	132	100	83	0	-	83	100
<b>Other than Permanent</b>	124	0	-	124	100	145	0	-	145	100
Male	67	0	-	67	100	83	0	-	83	100
Female	57	0	-	57	100	62	0	-	62	100
<b>Workers</b>										
<b>Permanent</b>	553	0	-	553	100	528	0	-	528	100
Male	538	0	-	538	100	520	0	-	520	100
Female	15	0	-	15	100	8	0	-	8	100
<b>Other than Permanent</b>	280	0	-	280	100	741	0	-	741	100
Male	131	0	-	131	100	514	0	-	514	100
Female	149	0	-	149	100	227	0	-	227	100

### 3. Details of remuneration/salary/wages

#### a. Median remuneration / wages:

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (₹ in Million)	Number	Median remuneration/ salary/ wages of respective category (₹ in Million)
Board of Directors (BoD)	6	3.60	2	11.15
Key Managerial Personnel	1	2.50	0	-
Employees other than BoD and KMP	1087	0.41	132	0.30
Workers	538	0.23	15	0.22

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

	FY 2023 -24 Current Financial Year	FY 2022 -23 Previous Financial Year (Approx.)
Gross wages paid to females as % of total wages*	7.28%	4.30%

\*Wages encompass the total amount paid to both employees and workers.

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

<b>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)</b>	Yes, the Company has established dedicated teams within its Human Resources Department at the various operating facilities, which are tasked with addressing any human rights concerns that may arise.
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#### 5. Internal mechanisms in place to redress grievances related to human rights issues:

<b>Describe the internal mechanisms in place to redress grievances related to human rights issues.</b>	<p>Our Company is dedicated to addressing grievances related to human rights issues through a variety of internal mechanisms designed to ensure fairness and responsiveness. Key elements of our approach include:</p> <ul style="list-style-type: none"> <li>• Confidential Complaint System: We have implemented a confidential and accessible system that allows individuals to raise concerns about human rights issues. Each complaint is thoroughly investigated by a dedicated team, and appropriate remedial actions are taken as needed.</li> <li>• Training and Resources: We provide comprehensive training and resources on human rights to all employees, fostering a culture of respect and inclusion throughout the organization.</li> <li>• Regular Assessments and Audits: To ensure compliance with our human rights policies and identify areas for improvement, we conduct regular assessments and audits.</li> <li>• Stakeholder Communication: We maintain open lines of communication with stakeholders, including local communities, civil society organizations, and relevant government agencies, to ensure grievances are addressed in a timely and effective manner.</li> </ul>
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**6. Number of Complaints on the following made by employees and workers:**

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	NIL	NIL	NA	NIL	NIL	NA
Discrimination at workplace	NIL	NIL	NA	NIL	NIL	NA
Child Labour	NIL	NIL	NA	NIL	NIL	NA
Forced Labour/ Involuntary Labour	NIL	NIL	NA	NIL	NIL	NA
Wages	NIL	NIL	NA	NIL	NIL	NA
Other human rights related issues	NIL	NIL	NA	NIL	NIL	NA

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

	FY 2023 -24 (Current Financial Year)	FY 2022 -23 (Previous Financial Year)
<b>Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)</b>	Nil	Nil
<b>Complaints on POSH as % of female employees / workers</b>	NA	NA
<b>Complaints on POSH upheld</b>	NA	NA

**8. Prevention of discrimination and harassment cases:**

<b>Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases</b>	<p>Our Company is dedicated to maintaining a workplace that is free from harassment, including sexual harassment, and upholds a zero-tolerance policy for such unacceptable behaviour. We have established several key measures to support this commitment:</p> <ul style="list-style-type: none"> <li>• <b>Encouragement to Report:</b> We actively encourage employees to report any harassment concerns and are responsive to complaints regarding harassment or other unwelcome or offensive behaviour.</li> <li>• <b>Committees for Handling Complaints:</b> Specialized committees are in place at each location to investigate complaints of sexual harassment and to recommend appropriate actions when necessary.</li> <li>• <b>Transparency and Reporting:</b> Details regarding sexual harassment complaints and their resolution are included in our Annual Report, ensuring transparency in our processes.</li> <li>• <b>Regular Awareness and Training:</b> We conduct ongoing awareness and training sessions to educate employees about sexual harassment issues and the available redressal mechanisms, ensuring they are well-informed and empowered to address any concerns.</li> </ul>
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**9. Human rights requirements forming part of your business agreements and contracts:**

<b>Do human rights requirements form part of your business agreements and contracts? (Yes/No)</b>	Yes. Our Company ensures that its suppliers/contractors comply with the law of the land regarding human rights by getting such clauses incorporated in their respective contracts/agreements.
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**10. Assessments for the year:**

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	None

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

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

Our Company takes its commitment to human rights seriously and has established a robust Policy to address significant risks and concerns related to child labour, forced labour, sexual harassment, discrimination, and wages. This includes regular assessments to identify any potential violations and regular training for employees to promote awareness and prevent such incidents. In the event of any violations being identified, the company takes prompt and effective corrective action, which may include suspension of work, termination of contracts, or even legal action, as appropriate. Additionally, the company continuously reviews and strengthens its policies and procedures to ensure that human rights are upheld across all operations.

**PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT****A) ESSENTIAL INDICATORS:****1. Details of total energy consumption (in Mega Joules) and energy intensity, in the following format:**

	FY 2023 -24 (Current Financial Year)	FY 2022 -23 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A)	26481741	NA
Total fuel consumption (B)	8276360	7827440
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>34758101</b>	<b>7827440</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	132553732	151838039
Total fuel consumption (E)	964874105	778367445
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>1097427836</b>	<b>938032924</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>1132185937</b>	<b>938032924</b>

	<b>FY 2023 -24</b> <b>(Current Financial Year)</b>	<b>FY 2022 -23</b> <b>(Previous Financial Year)</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumption/ turnover in rupees)	0.03	0.04
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)*	0.001	0.002
<b>Energy intensity in terms of physical output</b>	1.97	1.96
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

\* The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2024 and 2023 by IMF for India which is 22.401 & 22.167 respectively.

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

The assessment has been carried out in-house by the Company.

**2. Designated Consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India:**

No, we do not have any sites/facilities as Designated Consumers (DCs) under the PAT scheme of the Government of India.

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

	<b>FY 2023 -24</b> <b>(Current Financial Year)</b>	<b>FY 2022 -23</b> <b>(Previous Financial Year)</b>
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	42819	27497
(ii) Groundwater	199312	252429
(iii) Third party water	113116	44134
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>355247</b>	<b>324060</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>355247</b>	<b>324060</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations)	0.000011	0.000015
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)*	0.00000051	0.00000072
<b>Water intensity in terms of physical output</b>	0.00062	0.00067
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

\* The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2024 and 2023 by IMF for India which is 22.401 & 22.167 respectively.

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

The assessment has been carried out in-house by the Company.

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

	FY 2023 -24 (Current Financial Year)	FY 2022 -23 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface Water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – Secondary level	468363	512629
<b>Total water discharged (in kilolitres)</b>	<b>468363</b>	<b>512629</b>

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

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

Our Company is committed to reducing our environmental impact and preserving our planet for future generations. That's why we have implemented a zero liquid discharge program, aimed at eliminating all liquid waste from our operations. Our program covers all aspects of our operations and is designed to minimize the release of harmful chemicals and other pollutants into the environment. We have invested in state-of-the-art treatment and discharge systems, and we are constantly seeking new ways to improve our processes and reduce our environmental impact. During our production process, we recycle effluent water used in our production facilities for washing milk storage tankers and crates, gardening etc.

We believe that this is a critical component of our commitment to sustainability, and we are proud of the progress we have made in this area. We will continue to prioritize zero liquid discharge and to seek out opportunities to further reduce our environmental impact.



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

Parameter	Please specify unit	FY 2023 -24 (Current Financial Year)	FY 2022 -23 (Previous Financial Year)
NOx	µg/m <sup>3</sup>	38	54.5
SOx	µg/m <sup>3</sup>	40.53	56
Particulate matter (PM)	µg/m <sup>3</sup>	44.77	44.85
Persistent organic pollutants (POP)	-	NA	NA
Volatile organic compounds (VOC)	-	NA	NA
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.**

The assessment has been carried out in-house by the Company.

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

Parameter	Unit	FY 2023 -24 (Current Financial Year)	FY 2022 -23 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	115254	96641
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	34979	40068
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent	0.0000048	0.0000067
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 emissions / Revenue from operations adjusted for PPP)*	Metric tonnes of CO <sub>2</sub> equivalent	0.00000021	0.00000030
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	Metric tonnes of CO <sub>2</sub> equivalent	0.00026	0.00028
<b>Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity</b>	Metric tonnes of CO <sub>2</sub> equivalent	-	-

\* The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2024 and 2023 by IMF for India which is 22.401 & 22.167 respectively.

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

The assessment has been carried out in-house by the Company.

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

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

As Part of Its initiative to reduce the GHG emissions, the company has implemented following concepts in various sites to reduce energy consumption and minimise the carbon footprint.

- We have signed 8 MVA Solar Power agreements with Tata solar power for Purchasing, Shareholding & Power delivery.
- Bio-gas Generation for Power Generation: Presently we are generating 2000 unit/day from biogas which is generated from ETP
- We are using biogas (generated from ETP) for canteen that replaced 7 LPG cylinder per day, saving of 49,000 Kg LPG per Year by using Renewable source.
- We have replaced 1200 TR refrigeration from Freon to 134 A to reduce Ozone Depletion, remaining Freon unit will be replaced till Year 2026.
- We have replaced 12 TR refrigeration from R22 to R407C to reduce Ozone Depletion, remaining Freon unit will be replaced till Year 2026.
- We are using wood briquettes for boilers which results in reducing the coal consumption by 6 tons.
- Biogas generation (from cow dung) & utilisation for power generation at cow farm from which we are generating 1800 unit / Day from biogas.
- Parag Milk Foods Limited and Irisoil Agro Tech Pvt. Ltd is implementing an integrated renewable energy and sustainable agriculture scheme for Parag milk producers. Under this scheme, it is providing household level biogas plant, slurry filtration unit, vermicomposting bag and ozola bag. Till date about 250 milk producers have been given complete units as above free of cost. Due to this scheme, the beneficiary milk producers will not have to purchase gas cylinders throughout the year.

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

Parameter	FY 2023 -24 (Current Financial Year)	FY 2022 -23 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	65.43 MT	64.73 MT
E-waste (B)	Nil	1.99 MT
Bio-medical waste (C)	46 Grams	20 Grams
Construction and demolition waste (D)	NIL	NIL
Battery waste (E)	1 Nos	Nil
Radioactive waste (F)	Nil	Nil
Other Hazardous waste. Please specify, if any. (G)	Scrap used oil – 8.75 KL	Used or spent oil – 2.1 KL
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	ETP Sludge – 992 MT Fly Ash – 1853.8 MT	ETP Sludge – 735 MT Fly Ash – 1140 MT
<b>Total (A + B + C + D + E + F + G + H)</b>	<b>2920.98</b>	<b>1943.82</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)	0.000000094	0.000000095
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)*	0.000000042	0.000000043
<b>Waste intensity in terms of physical output</b>	0.0000051	0.0000040
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Parameter	FY 2023 -24 (Current Financial Year)	FY 2022 -23 (Previous Financial Year)
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity	-	-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste:</b>		
(i) Recycled	65.43 MT	64.73 MT
(ii) Re-used	ETP sludge 992 MT Fly ash 1853.8 MT	ETP sludge 735 MT Fly ash 1140 MT
(iii) Other recovery operations	0	0
<b>Total</b>	<b>2911.23 MT</b>	<b>1939.73 MT</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste:</b>		
(i) Incineration	100 % incinerated 46 grams of Biomedical waste	100 % Incineration 20 grams og Biomedical waste
(ii) Landfilling	0	0
(iii) Other disposal operations	Scrap used oil- 8.75 KL	Used or spent oil- 2.1 KL
<b>Total</b>	<b>i) 100 % incinerated 46 grams of Biomedical waste iii) Scrap used oil- 8.75 KL</b>	<b>i) 100 % incinerated 20 grams of Biomedical waste iii) Used or spent oil- 2.1 KL</b>

\* The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2024 and 2023 by IMF for India which is 22.401 & 22.167 respectively.

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

The assessment has been carried out in-house by the Company.

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

<b>Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.</b>	Our Company ensures responsible waste management practices involving 100% recycling of plastic waste as EPR, 100% Fly ash use, ETP treated water usage for Gardening & Agriculture, Safe disposal of waste across locations.  Biogas generated during Effluent treatment (within the plant) is used for Cooking & Electricity generation.
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**11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

S. No	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
	The company does not have any operations/offices in/around ecologically sensitive areas.		

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

Not applicable, Environmental impact assessment of projects were not required to be undertaken by the Company during the current financial year.

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

Yes. We are compliant with the applicable environmental law / regulations / guidelines in India.

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



### A) ESSENTIAL INDICATORS:

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

Number of affiliations with trade and industry chambers/ associations	3
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#### B) List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to:

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Federation of Indian export organization (FIEO).	National
2.	Confederation of Indian Industries (CII)	National
3.	Indian Dairy Association	National

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

Name of authority	Brief of the case	Corrective action taken
	The Company has not engaged in any anti-competitive conduct.	

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



### A) ESSENTIAL INDICATORS:

#### 1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NA					

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
This section is not applicable to the Company.						

**3. Community redressal mechanism:**

<b>Describe the mechanisms to receive and redress grievances of the community.</b>	Grievance Redressal Mechanism (GRM) is an important aspect of assuring our strong relation with the community as it provides us social license to operate and execute the community initiative projects. As part of our grievance redressal mechanism, we have deployed our local employees who regularly visit the community and interact with people to gauge and address community concerns. Based on these interactions, we have not encountered any specific grievances from the community at present.
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**4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

Category	FY 2023 -24 (Current Financial Year)	FY 2022 -23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	5.9%	5.1%
Directly from within India	98.2%	98.2%
Import Purchase	0.2%	0.2%

- Predominant portion of the Company's raw material is raw milk, which is procured from over two lakh farmers and is therefore 100% sustainable sourcing.
- Our Company upholds a healthy relationship with its suppliers, vendors and other service providers and the business practices of the Company include them in its growth strategy. Our Company endeavours to integrate social, ethical and environmental factors in its operating / strategic decisions across its entire supply chain. Moreover, the Company strives to reduce the distance travelled overall by its products, thereby reducing emissions on account of transportation.

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

Location	FY 2023 -24 (Current Financial Year)	FY 2022 -23 (Previous Financial Year)
Rural	40.17	40.62
Semi-urban	-	-
Urban	-	-
Metropolitan	59.83	59.38

**PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER****A) ESSENTIAL INDICATORS:****1. Consumer Complaints and feedback:**

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

- We are dedicated to providing our customers with the highest level of service and products. We understand that, at times, things may not go as planned, and that is why we take consumer complaints very seriously. Our commitment to listening to and addressing the concerns of our customers is unwavering.
- We have established a robust system for receiving and responding to consumer complaints, ensuring that all feedback is heard and acted upon in a timely manner. Our dedicated customer service team is trained to handle any situation with professionalism and empathy, and they work closely with our product teams to find solutions to any issues that may arise.
- We believe that every customer deserves to have their voice heard, and we are committed to providing them with the support and attention they deserve. We are proud to have built a reputation for exceptional customer service, and we will continue to prioritize the satisfaction of our customers in all that we do.

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

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

\* As applicable in each category

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

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

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

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

**5. Cyber security policy:**

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

Yes, the Company has in place a Cyber Security Policy which provides for information security for protection of the Company's data, applications, networks and computer systems from unauthorized access, alteration and destruction. The Policy also provides the guidelines to protect data integrity based on data classification and secure the Company's information systems.

Our Company's Cyber Security Policy defines the framework/policy on cyber security and risks related to data privacy. Our Company's Privacy Policy is part of Information Management Process and is published on our website which can be accessed at <https://www.paragmilkfoods.com/investors.php> under "Policies" tab in "Corporate Governance" section.

**6. Corrective Actions:**

**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**

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

- Number of instances of data breaches - Nil
- Percentage of data breaches involving personally identifiable information of customers - NA
- Impact, if any, of the data breaches - NA