



## BUSINESS RESPONSIBILITY REPORT

We are pleased to present Third Business Responsibility Report of the Company for the year ended 31<sup>st</sup> March, 2019 as under:

### SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1. Corporate Identity Number (CIN) of the Company: L72200PN1988PLC068972

2. Name of the Company: Indo Count Industries Limited

3. Registered address: Office No. 1, Village -Alte, Taluka -Hatkanangale, District- Kolhapur, 416109

4. Website : [www.indocount.com](http://www.indocount.com)

5. E-mail id : [info@indocount.com](mailto:info@indocount.com)

6. Financial Year Reported: 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019

7. Sector(s) that the Company is engaged in (industrial activity code-wise):

Sector	Industrial Activity Code*			
	Group	Class	Sub-class	Description
Textiles	139	1392	13924	Manufacture of bedding, quilts pillows, sleeping bags
	131	1311	13111	Preparation and spinning of cotton fiber including blended cotton

*\*As per National Industrial Classification 2008 – Ministry of Statistics and Programme implementation*

8. List three key products/services that the Company manufactures/provides (as in balance sheet): Bed Sheets, Quilts and Comforters

9. Total number of locations where business activity is undertaken by the Company

(a) **Number of International Locations** – The Company has four foreign subsidiaries viz. in the USA and others in UK, Australia and Dubai. Further, the Company has 3 showrooms in USA, UK and Australia. The Company does not have any manufacturing unit outside India.

(b) **Number of National Locations:** The Company has 2 manufacturing facilities and 1 made-ups stitching unit at Kolhapur, Maharashtra. The Registered office of the Company is also situated at Kolhapur. The Corporate Office and Marketing Office are housed in Mumbai and Thane respectively.

**10. Markets served by the Company** – The Company exports to more than 54 countries across the globe and on majority of revenue is derived from international market. The Company has been serving domestic market through its subsidiary i.e. Indo Count Retail Ventures Private Limited.

## **SECTION B: FINANCIAL DETAILS OF THE COMPANY**

**1. Paid up Capital (INR)** : Rs. 39.48 crore

**2. Total Turnover (INR)** : Rs. 1,822.93 crore (Standalone)

**3. Total profit after taxes (INR)** : Rs. 59.22 crore (Standalone)

**4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)**:

The Company's total spending on CSR for the year ended 31<sup>st</sup> March 2019 was Rs. 3.13 Crore which is 5.29% of profit after tax.

**5. List of activities in which expenditure in 4 above has been incurred:-**

The Company's CSR policy provides room for broad based interventions in diverse sectors. During FY 2018-19, your Company carried out CSR activities in following areas with main focus on education and healthcare.:

- (a) Education - Promoting education through E-learning
- (b) Healthcare - Medical facilities through 4 mobile medical vans and providing medical equipment to hospitals
- (c) Women Empowerment through enhancing vocational skills through Skill Development Centre
- (d) Rural Upliftment
- (e) Water and sanitation

Apart from above, the Company contributed towards Kerala flood relief.

The details of above CSR activities are provided in Annexure 2 to the Board's Report which is available on the website of the Company at [www.indocount.com](http://www.indocount.com)

## **SECTION C: OTHER DETAILS**

**1. Does the Company have any Subsidiary Company/ Companies?**

As on 31<sup>st</sup> March, 2019, the Company has 6 direct subsidiaries.

**2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)**

The subsidiaries are separate entities and they follow BR initiatives if applicable to them.

**3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? –**

The Company does not mandate its suppliers/ distributors to participate in the Company's BR initiatives. However, they are encouraged to adopt such practices and follow the concept of being a responsible business.

## SECTION D: BR INFORMATION

### 1. Details of Director/Directors responsible for BR

#### (a) Details of the Director/Director responsible for implementation of the BR policy/policies

1. DIN Number	:	00059758
2. Name	:	Mr. Kailash R. Lalpuria
3. Designation	:	Executive Director & CEO

#### (b) Details of the BR head

No.	Particulars	Details
1	DIN Number (if applicable)	Not Applicable
2	Name	Mr. K. Muralidharan
3	Designation	Chief Financial Officer
4	Telephone Number	+91 22 43419500
5	e-mail id	<a href="mailto:icilinvestors@indocount.com">icilinvestors@indocount.com</a>

### 2. Principle-wise (as per NVGs) BR Policy/policies

#### (a) Details of compliance (Reply in Y/N)

Sl. No.	Questions	Ethics	Product Life Cycle Sustainability	Employee Well- Being	Stakeholder Engagement	Human Rights	Environment	Policy Advocacy	Community Development	Customer Value
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national / international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	Y	Y	Y	Y
		The policies are broadly based on National Voluntary Guidelines issued by Ministry of Corporate Affairs.								

4	Has the policy being approved by the Board? Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?	The links on Code of Conduct, CSR Policy, are as under: <a href="http://www.indocount.com/investors/corporate-governance">http://www.indocount.com/investors/corporate-governance</a> The view of policies under other principles are restricted to the respective stakeholders								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy/policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	The BRR Policies are reviewed internally.								

(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	The Company has not understood the Principles	<b>Not Applicable</b>								
2	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3	The Company does not have financial or manpower resources available for the task									
4	It is planned to be done within next 6 months									
5	It is planned to be done within the next 1 year									
6	Any other reason (please specify)									

### 3. Governance related to BR

(a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year-

The Board of Directors of the Company assesses the BR performance of the Company annually.

(b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

This is the third Business Responsibility Report of the Company and the Company has published BRR and it is placed on the website of the Company at [www.indocount.com](http://www.indocount.com)

## SECTION E: PRINCIPLE-WISE PERFORMANCE

**Principle 1– Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.**

This Principle is embodied in the Code of Conduct & Whistle Blower Policy.

**1. Does the policy relating to ethics, bribery and corruption cover only the company? Does it extend to the Group/Joint Ventures/ Suppliers/ Contractors/NGOs /Others?**

Your Company's philosophy on Corporate Governance enshrines the goal of achieving the highest levels of transparency, accountability and equity in all spheres of its operations and in all its dealings with its stakeholders. Your Company has adopted Code of Business Conduct and Ethics, which is applicable to the Board of Directors and Senior Management Personnel of the Company. This Code requires all Directors and Senior Management of the Company to act honestly, ethically and with integrity. The Code also provides for avoiding any conflict of interest and to act in the best interest of the Company. All Directors and Senior Management Personnel affirm compliance with Code of Conduct annually.

Your Company also has in place Vigil Mechanism / Whistle Blower Policy which serves as a mechanism for the Directors and all employees of the Company to report any genuine concerns about unethical behavior, actual or suspected fraud or violation of code of conduct.

Apart from Code of Conduct and Vigil Mechanism, your Company has also adopted Code of Practices and Procedures for fair disclosure of unpublished price sensitive information.

The Code of Conduct and Vigil Mechanism is also extended to subsidiaries of the Company to the extent applicable.

**2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.**

No complaints, issues or concerns were received by the Company under Code of Conduct and Whistle Blower Policy during FY 2018-19.

There were 10 complaints received from the shareholders pertaining to shares of the Company during the year under review and all of them were resolved satisfactorily and as on 31<sup>st</sup> March, 2019 no complaint is pending with the Company.

The Company / Registrar & Transfer Agent responds to the queries/complaints received from the shareholders in a timely and appropriate manner. The Stakeholders Relationship Committee also reviews material queries/ complaints.

**Principle 2–Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle**

The policy is part of your Company's Environment, Health and Safety (EHS) Policy.

**1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.**

Your Company is in the business of manufacturing of home textiles and its products broadly falls under the categories of Bed Sheets, Pillow Cover, and Comforter. The products are made of cotton, hence eco-friendly, clean and leave no adverse impact on the mother earth.

**2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional):**

**(a) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain**

The Company constantly works towards reduction and optimal utilization of energy, water, raw materials, logistics etc. by incorporating new techniques and innovative ideas. The Company has installed ETP plant and RO plant for recycling of water and waste. Further, rain harvesting system and hot water recycling back to the process helps in saving of water.

As consumption per unit depends on the product mix, there are no specific standards to ascertain reduction achieved at each product level.

**Specific consumptions of Raw material, Energy & Water consumption.**

S. No.	Name of the product	Name of the Major raw materials	Raw Material Consumption (e.g. ton/ ton of product)	Sp. Water Consumption (m3/ ton of product)	Sp. Energy Consumption (kWh/ ton of product)
1	2	3	4	5	6
Year 2018-19	Bed Sheet and Bed Linen Fabric	Yarn & Grey fabric	1.030 Ton / Ton of product	50 m3 / Ton of product	950 kWh / Ton of product

**(b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?**

The products of the Company are made of cotton and does not have broad based impact on energy and water consumption by consumers. However the Company has taken measures to reduce consumption of water and energy.

**3. Does the company have procedures in place for sustainable sourcing (including transportation)?**

**(a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.**

The Company has formulated an operating procedure to approve vendors. Cotton and cotton yarn, main raw materials are procured from approved vendors, both local and international. The Quality Assurance Team of the Company conducts periodic audits of main vendors. The Company has longstanding business relations with regular vendors. The Company enters into periodic freight contracts with the transporters for movement of materials. The company continually works with its vendors and suppliers to reduce the environment impacts of sourcing.

**4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?**

**(a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?**

The Company works with small producers to augment quality and design capability of the vendors.

At present, small quantity of Cotton / yarn is procured from local producers in and around Kolhapur.

**5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.**

The Company has Installed Effluent Treatment, RO Plant & MEE for recycling of waste water.

All process effluents of sizing & pre-treatment are collected in the Equalization tank & treated rooted through the UASBR & biological treatment system followed by PSF & ACF filtration system. 50% ETP treated effluents are recycled through the RO & MEE plants & rest of 50% ETP treated effluents are sent to CETP. We are also generating the Methane gas from UASBR & power is being generated form this gas. Further the sludge generated from the ETP is being dried in the dryer thus avoiding the disposal for landfill & thereby land contamination.

We are pleased to inform that Indo Count Industries Limited got the prestigious state level award of **"VASUNDHARA AWARD TROPHY 2018"** from Maharashtra Pollution Control Board (MPCB) towards the protection of environment and implementation of cleaner technologies in water, air & waste in sustainable way.

**Principle 3–Businesses should promote the wellbeing of all employees.**

This Principle is embodied in various policies for the benefit of the employees which are issued by the Human Resources function of the Company from time to time. The policies include Maternity Leave Policy, Employee Safety Policy, Group Mediclaim Policy, Workmen Compensation Policy, Personal Accident Policy etc.

1. Please indicate the Total number of employees. - 2222
2. Please indicate the Total number of employees hired on temporary/contractual/casual basis. - 1615
3. Please indicate the Number of permanent women employees– 55
4. Please indicate the Number of permanent employees with disabilities–NIL
5. Do you have an employee association that is recognized by management?–YES
6. What percentage of your permanent employees is members of this recognized employee association? - Around 54.01% of all workmen.
7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
1	Child labour/forced labour/involuntary labour	NIL	NIL
2	Sexual harassment	NIL	NIL
3	Discriminatory employment	NIL	NIL

8. What percentage of your under mentioned employees were given safety & skill up- gradation training in the last year?
  - (a) Permanent Employees
  - (b) Permanent Women Employees
  - (c) Casual/Temporary/Contractual Employees
  - (d) Employees with Disabilities - NIL (Not Applicable)



Health and safety is of paramount important to the Company. All employees of the Company including temporary employees and employees at plants are provided with safety training. Training is imparted in case of new safety device before putting it to use. Training is provided to workers for Chemical Handling, PPE Training, machine Handling and Waste Handling Training. Safety Boards are displayed and operative instructions are displayed and firefighting training is also imparted to selected employees of each shift. Safety meeting is conducted at every quarter and mock drills are also conducted at regular intervals.

Further, your Company's manufacturing facilities has also been certified with OHSAS 18001:2007 – Occupational Health and Safety Management System.

**Principle 4–Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.**

Certain aspect of this principle forms part of the CSR Policy.

**1. Has the company mapped its internal and external stakeholders?**

Yes. The Company has mapped its internal and external stakeholders. It uses both formal and informal mechanism to engage with various stakeholders to understand their concern and expectations. Individual departments within the organization have roles and responsibility identified and defined to engage with various stakeholders.

**2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders and are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.**

Yes. Your Company recognizes the vital role played by society at large in its growth and development and strives to discharge its social responsibility as a corporate citizen. Our CSR projects focus on participatory and collaborative approach with the community. Over a period of last three years, your Company through Indo Count Foundation has identified disadvantaged, vulnerable & marginalized stakeholders in and around Kolhapur, local area in which the company operates. In order to improve their standard of living, your Company has emphasized on CSR projects in the areas of Education, Healthcare, Water and sanitation and Women empowerment.

**Principle 5- Businesses should respect and promote human rights.**

This Principle is embodied in the Code of Conduct.

**1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/ Contractors/NGOs/Others?**

The Company remains committed to respect and protect human rights. The various aspects of the term "Human Rights" viz Freedom of Association, Collective Bargaining, Non-Discrimination, Gender Equality, Avoidance of Child and Forced Labour are covered in our Human Resource Policies/Practices and Code of Conduct. The HR practices extend to all subsidiaries of the Company.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

No complaints relating to human rights have been received in the FY 2018-19.

#### **Principle 6 - Business should respect, protect, and make efforts to restore the environment.**

This Principle is embodied in the Environment Policy.

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/ Contractors/NGOs/others.

The Company strives to protect environment by adopting various eco-friendly measures. The subsidiaries are encouraged to adopt in sustainability initiatives of the Company.

2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.

Conservation and optimum utilization of natural resources has been and continues to be the topmost priority for your Company. Your Company's Home Textile facility at Kagal received "LEED - Green Building Certification" from Green Building Council, USA which is the most well-known green building rating system in the world, and therefore a globally recognized symbol of sustainable achievement. Further, your Company has adopted various sustainability measures viz. State of Art Zero discharge Effluent Treatment Plant (ETP) and Reverse Osmosis (RO) plant for recycling of waste and water, Rain Water Harvesting, Solar power etc.

3. Does the company identify and assess potential environmental risks? - YES
4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

The Company strives to preserve environment by striking a balance between economic growth and preservation of the environment. Both air and noise pollution have been greatly reduced with the new Acoustic systems that have been placed on our DG sets and Air compressors.

Indo Count makes certain that no harmful substances are discharged into the environment by using state-of-the-art Italian Zero discharge ETP plant for the primary, secondary and tertiary treatment of effluents, producing clean drinking water. Water conservation efforts also include rainwater harvesting.

#### **Energy Efficiency and Conservation**

- New technology and equipment across all our manufacturing processes greatly conserve energy
- Additional solar power system Installation having capacity of 1 MW power generation per hour and projected savings of 14 Lakhs KW/year.
- Oxygen analyzers provide increased fuel efficiency
- Blow down TDS sensors and valves maintain optimal levels and save fuel by reducing heat loss
- VFD's allow for greater mechanical life, less down time, and increased energy conservation
- "Siren & Panel" gas leak detection provides greater fuel efficiency
- Installation and retrofitting of LED lights.

- Transparent roofing sheet to increase natural luminance in plant to reduce power consumption in day time

The Company files report with the appropriate government authorities in the manner as prescribed under applicable laws.

**5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc.**

All our process effluents are treated in highly scientific manner of biological treatment (Without any chemicals addition) followed by tertiary treatment of Reverse Osmosis plants & Multi Effect Evaporation systems. Some of our initiatives towards clean technology, energy efficiency include:

- Installed Effluent Treatment & RO Plant for recycling of waste and water – This ensures zero discharge of effluents in to the environment (by reusing process water, utilization of natural water resources is minimized).
- Paddle Dryer – This eliminates the land pollution / contamination from the sludge treatment wrt land fill treatment at land fill site.
- Installation of air pollution equipment like Bag filters followed by the dust collectors, Cyclomax and Electrostatic precipitators in the Boilers for controlling of suspended particulate matter of fine dust into the environment.
- Bio Gas to power generation - This power generation minimizes the natural recourses including thermal pollution.
- Installed Acoustic System and Electrostatic Precipitator for reduction of Noise and Air Pollution.
- Each Plant has been equipped with Rain Water Harvesting System and Sewage Treatment Plant.
- Adoption of LEDs by installation in all new projects and retrofitting some of the existing ones.

Apart from above, steps taken by the Company on conservation of energy are explained in Annexure 6 to the Board's Report.

**6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

The Emissions/Waste generated by the company are within the permissible limits given by CPCB/ SPCB.

**7. Number of show cause/ legal notices received from CPCB/ SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.**

As on 31<sup>st</sup> March, 2019, there are no show cause/ legal notices received from CPCB/ SPCB which are pending / unresolved.

## **Sustainability Reporting & Public Disclosure/ interaction.**

### **1. Energy savings**

- Reduction in power Consumption in weaving looms through replacement of compressor and dryer.
- Reduction in overall Power Consumption of plant by Transferring from conventional to LED. Installation of Sky Light system
- Bio gas generated as mitigation measures for GHG emissions. Bio gas is generated during the anaerobic treatment of effluent and is collected and used for Power Generation (From Anaerobic digesters) 1200 KWH per day.

### **2. Fuel savings**

- Insulation of Chilled Water line & efficient Merceriser Collection and reuse of auto drain caustic resultant in steam saving.
- Conversion of Condensate pumps from Air to Steam
- Condensate Recovery from VAM ( Chillier), loop Ager , Pad Dry, Pad Steam main steam Header and return to Boiler shows hot water saving.
- Installation of Thermic fluid booster pump for better heating efficiency and reduction in coal.
- Deareater of 30 TPH Boiler taken in to operation and reduced consumption of 1 MT of coal per day.

### **3. Water Savings**

- CRP Vacuum pump cooling water and vapour condensate recovery 15M3/day water saving
- Commissioning of 3000 KL per day ETP with Biological treatment, 3 stage RO system and MEE for conserving water which has made our unit Zero liquid discharge. 100% recycling of 50% of treated Effluent & 50% treated effluent goes to CETP.
- Recovery of Cooling water of Cooling cylinder in VDR of new PTR, Washer, Rubber belt cooling water from Monforts Sanforiser – 2 M3/day water saving
- Made up Dryer Scrubber water taken in hot water recovery. i. e. Average saving of water is 150 m3 / day.
- Closed unit Squeeze Washer at Printing department for reduction in water consumption and better washing efficiency of Squeeze.
- Replaced Cationic Resin in RO for minimizing consumption of HCL, Caustic and Water.

### **4. Rain Water Harvesting and reuse.**

- 15 to 20 % reduction of Natural resources.
- Our plant recovers the caustic 100% from weaklye & recycle the same back in the process.

**Principle 7 – Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.**

### **1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:**

Your Company is a member of various trade bodies, chambers or association; major ones being:

- (a) TEXPROCIL (The Cotton Textile Export Promotion Council)
- (b) Confederation of Indian Textile Industry (CITI)
- (c) Federation of Indian Export Organization (FIEO)
- (d) The Bombay Textile Research Association (BITRA)

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas ( drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

The Company, through the various industry associations, participates in advocating matters for advancement of textile sector, policies, economic reforms and public good. It supports various initiatives which include aspect of textile industry which is a progressive step towards inclusive development.

#### **Principle 8 – Businesses should support inclusive growth and equitable development.**

This Principle is embodied in the CSR Policy.

1. Does the company have specified programmes/initiatives/ projects in pursuit of the policy related to Principle 8? If yes details thereof.

The Company has a well-defined CSR policy which is line with the Companies Act, 2013. The key philosophy of all our Corporate Social Responsibility (CSR) initiatives is guided by our belief “Every Smile Counts ...”. Our CSR projects focus on participatory and collaborative approach with the community. Over a period of last two years, CSR projects of your Company mainly focus on following areas and the projects are undertaken in and around Kolhapur:

##### **Education**

- Implemented E-learning programs in various schools around 110 schools
- Distribution of School bags
- Renovation of School Buildings and improving infrastructure at schools

##### **Women Empowerment**

- Skill Development Centre for training women in sewing and stitching skills, enabling them to get employment and be independent, thereby improving standard of living

##### **Healthcare**

- Treating Patients and providing Medical facilities, check -ups through 4 Medical Vans reaching 100 Distant Villages
- Addressing issues like Doorstep Reach, Accessibility, and Availability of Medical Services and
- Refurbished Primary Health Care Centres
- Providing healthcare equipment to hospitals

##### **Water and Sanitation**

- Installation of Pure Water Systems and RO systems for safe drinking water.
- Built Toilet Blocks with the help of Zila Parishad and Gram Panchayat.
- Installation of Water ATM at Kagal with Co-operation of Kagal Nagar Parishad, Kolhapur. .

2. Are the programs/projects undertaken through in-house team/own foundation/external NGO/government structures/ any other organization?

The Company undertakes CSR activities through its own Trust “Indo Count Foundation”. Further, Indo Count Foundation either on its own or by partnering with other trusts, NGO’s or government implements CSR projects.

**3. Have you done any impact assessment of your initiative?**

Yes. Indo Count Foundation conducts impact assessment of its CSR initiatives through feedbacks collected from the beneficiaries of projects undertaken. Certain projects are undertaken in partnership with other trusts, NGO's, Government organizations that have their own monitoring mechanisms and impact assessment systems. The reports are collected from collaborating partners to understand impact.

**4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?**

Your Company undertakes CSR activities through Indo Count Foundation. Indo Count Foundation. During the year the Indo Count Foundation has spent Rs. 312.55 Lakhs on CSR projects in the areas of Education, women empowerment, Healthcare, Water and Sanitation and Rural upliftment. Further, the unprecedented rains and floods which ravaged many parts of Kerala in August 2018 resulted in massive loss of lives and destruction of Livelihood, property and infrastructure and your Company immediately stepped in with resources and supplied 15001 bed sheets to the people affected.

**5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.**

Yes. Initiatives conducted under CSR are tracked to determine the outcomes achieved and the benefits to the community.

The Company adopts participatory approach with communities in deploying CSR projects. Before undertaking any CSR project, needs of communities are assessed. Once CSR project is implemented, follow up visits are given and feedback is obtained.

The assessment reports, feedback and overwhelming response on all our projects in the areas of Education, Healthcare and Women empowerment suggest that the same are proactively welcomed and adopted by the communities.

**Principle 9 – Businesses should engage with and provide value to their customers and consumers in a responsible manner**

**1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.**

Customer Satisfaction is of utmost important for the Company. At Indo Count, we are committed to provide all our customers product quality, services and value for money through our technological and organizational strengths. Based on customer feedbacks and research, your Company makes innovations and delivers products that meet consumer needs. As on 31<sup>st</sup> March, 2019, no customer complaints are pending.

**2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information).**

Yes. The Company displays all the requisite information on product labels as per the laws.

- 3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/ or anti-competitive behavior during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.**

There have been no cases relating to unfair trade practices, irresponsible advertising, and/or anti-competitive behavior against the Company during the last five years and pending as on end of the financial year 2018-19.

- 4. Did your company carry out any consumer survey/ consumer satisfaction trends?**

Yes. Consumer Satisfaction Surveys are conducted periodically through formal and informal means to assess the consumer satisfaction levels and consumer's trends.