

Business Responsibility & Sustainability Report (BRSR)

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L29113PN1920PLC000670
2	Name of the Listed Entity	Kirloskar Brothers Limited
3	Year of incorporation	1920
4	Registered office address	"Yamuna" Survey No. 98 / (3 to 7), Plot No. 3, Baner, Pune - 411 045, Maharashtra, India
5	Corporate address	"Yamuna" Survey No. 98 / (3 to 7), Plot No. 3, Baner, Pune - 411 045, Maharashtra, India
6	E-mail	marketing@kbl.co.in
7	Telephone	+91 (20) 6721 4444
8	Website	www.kirloskarpumps.com
9	Financial year for which reporting is being done	FY 2025-26
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11	Paid-up Capital	₹ 158,817,852
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Abhijeet Shinde – Assistant General Manager and Head – Corporate Sustainability & Excellence abhijeet.shinde@kbl.co.in +91 (20) 6721 4444
13	Reporting boundary	Standalone basis (the reporting boundary for BRSR is limited to performance of Kirloskar Brothers Limited)
14	Name of assurance provider	M/s SGS India Private Limited
15	Type of assurance obtained	Reasonable assurance as per Master Circular for compliance with the provisions of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 by listed entities: BRSR Core and Non-Core Framework for Assurance and ESG Disclosures for Value Chain (Circular No. HO/49/14/14(7)2025-CFD-POD2/1/3762/2026), dated 30 January 2026

II. 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	Manufacture of fluid power equipment	94.30

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 fluid management solutions including Pumps, Valves, Turbine, PICO and PAT (operates as a turbine in reverse), Auto-prime, Fire-fighting pumps, pumps for Building and Construction, Industry, Water and Irrigation, Marine and Defence, Oil and Gas and Power sectors	2812	94.30

III. Operations

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

Location	Number of plants	Number of offices	Total
National	6	9	15
International	0	0	0

19. Markets served by the entity:**a. Number of locations**

Locations	Number
National (No. of States)	28 States and 8 Union Territories
International (No. of Countries)	120+ Countries

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

Contribution of exports – 7.70%

c. A brief on types of customers

We manufacture pumps, valves, hydro-turbines and other fluid power equipment, serving diverse customers in sectors such as Building and Construction, Marine, Defence, Nuclear, Water, Irrigation, Power, Oil & Gas, Chemical, pharmaceutical, and Retail sectors, both directly as well as through distributors, driving our business objective of leading innovative and sustainable solutions for fluid management.

IV. Employees**20. Details as at the end of the Financial Year:****a. Employees and workers (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B / A)	No. (C)	% (C / A)	No. (H)	% (H/ A)
EMPLOYEES								
1.	Permanent (D)	1,574	1,459	92.69	115	7.31	0	0
2.	Other than Permanent (E)	219	197	89.95	22	10.05	0	0
3.	Total employees (D + E)	1,793	1,656	92.36	137	7.64	0	0
WORKERS								
4.	Permanent (F)	1,008	937	92.96	71	7.04	0	0
5.	Other than Permanent (G)	297	247	83.16	50	16.84	0	0
6.	Total workers (F + G)	1,305	1,184	90.73	121	9.27	0	0

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B / A)	No. (C)	% (C / A)	No. (H)	% (H/ A)
DIFFERENTLY ABLED EMPLOYEES								
1.	Permanent (D)	1	1	100	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0	0	0
3.	Total Differently abled employees (D + E)	1	1	100	0	0	0	0
DIFFERENTLY ABLED WORKERS								
4.	Permanent (F)	3	3	100	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0	0	0
6.	Total Differently abled workers (F + G)	3	3	100	0	0	0	0

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	13	3	23.08
Key Management Personnel	2*	0	0

*This excludes Chairman and Managing Director as already covered under Board of Directors

22. Turnover rate (%) for permanent employees and workers (Disclose trends for the past 3 years)

	FY 2025-26				FY 2024-25				FY 2023-24			
	Male	Female	Other	Total	Male	Female	Other	Total	Male	Female	Other	Total
Permanent Employees	13	20	0	14	12	19	0	13	16	23	0	16
Permanent Workers	0.64	2.82	0	0.79	1	6	0	1	2	2	0	2

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

23. Names of holding / subsidiary / associate companies / joint ventures

S. 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	Karad Projects and Motors Limited	Subsidiary	100	No
2	Kirloskar Brothers International B.V.	Subsidiary	100	No
3	Kirloskar Corrocoat Private Limited	Subsidiary and Joint Venture	65	No
4	Kirloskar Ebara Pumps Limited	Joint Venture	45	No

Note- Details of stepdown subsidiaries have been reported in the Integrated Annual Report Page No 07

VI. CSR Details

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

(ii) Turnover (in ₹) - ₹ 28,281 mn

(iii) Net worth (in ₹) - ₹ 18,486 mn

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in place (Yes/ No) If yes, then provide web-link for grievance redressal policy **	FY 2025-26			FY 2024-25		
		No. of complaints filed during the year	No. of complaints pending resolution at close of year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes**	2	1***	NA	0	0	NA
Investors (other than Shareholders)	Yes**	0	0	NA	0	0	NA
Shareholders	Yes**	11	0	NA	0	0	NA
Employees and workers	Yes**	185	11***	NA	145	0	NA
Customers	Yes**	0	0	NA	0	0	NA
Value Chain Partners -Suppliers	Yes**	0	0	NA	0	0	NA
Value Chain Partners – dealers	Yes**	0	0	NA	0	0	NA
Business and Governing Bodies	Yes**	0	0	NA	0	0	NA
Financial Institutes	Yes**	0	0	NA	0	0	NA

Notes**

- Communities, Investors and Shareholders can report their grievances through the email ID (grievance.redressal@kbl.co.in) given on the KBL website
- Besides, the Company Secretary and Compliance Officer are directly accessible to investors and shareholders through their designated email address
- Employee and workers can raise their grievances on Company's intranet through helpdesk
- Customers can report their grievance through CRM (Customer Relationship Management) portal and email ID (kblcare@kbl.co.in) given on the KBL website, toll-free number

- Suppliers can report their grievances through the email ID provided in the Purchase Order
- Dealers can report their grievances during Annual Dealer Meet, Regional Dealer Meets
- Business and Governing Bodies can report their grievances through various email ID, letters, online government portals
- Financial Institutes can report their grievances through KBL finance email ID
- All stakeholders can report their ESG related grievances on sustainability email ID (sustainability@kbl.co.in)

***All grievances, except few, received during the reporting year have been resolved successfully in a fair and transparent manner. Open grievances are under evaluation and shall be resolved in FY 2026-27

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	Climate Change and GHG Emissions	Risk and Opportunity	Climate change can affect KBL's operations, supply chain continuity and cost structure through changing regulations, carbon reduction requirements and extreme weather events. At the same time, the growing global focus on decarbonisation is increasing demand for energy-efficient pumping solutions, creating opportunities for innovation and business growth.	KBL's strategic focus includes improving energy efficiency, optimising operational processes, reducing emissions, and integrating sustainability considerations into products and technologies. The company's energy-efficient pumping solutions and sustainable infrastructure applications support energy optimisation, water efficiency, industrial decarbonisation, and climate resilience across customer sectors.	Negative Implications: Increased compliance and transition costs; Positive Implications: savings from energy efficiency; revenue from sustainable products.
2	Energy Management and Efficiency	Opportunity	Energy Management includes aspects of energy consumption, energy efficiency and energy intensity in operations. It also involves strategising the deployment of renewable energy options for cost saving along with greening the business operations to move towards Net Zero	NA	Positive Implications: Reduced energy costs, improved operating margins and enhanced resource productivity

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)
3	Occupational Health and Safety	Risk	The safety of employees, contractors and other workers remains a priority for KBL owing to the nature of its industrial operations. Manufacturing processes involving heavy equipment, welding, foundry activities and material handling require stringent safety measures to address workplace hazards and prevent incidents. Strong occupational health and safety practices contribute to workforce protection, operational efficiency and sustainable business performance.	Strong EHS management systems, trainings, audits, incident investigation, safety culture.	Negative Implications: Costs related to incidents, compensation, insurance, legal liabilities, operational downtime and regulatory penalties.
4	Innovation and Sustainable Product Development	Opportunity	KBL recognises Innovation and Sustainable Product Development as a material opportunity because technological advancement is a key driver of business resilience, market differentiation and sustainable growth. The Company's focus on developing high-performance and energy-efficient pumping solutions enables it to address emerging customer requirements, support resource efficiency and contribute to sustainable industrial and infrastructure development.	NA	Positive Implications: Revenue growth, market differentiation, improved profitability and market share

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)
5	Sustainability Strategy and Climate Transition	Risk and Opportunity	Transition to a low-carbon economy may alter customer expectations, regulations, and capital allocation.	Climate risk assessment, transition planning, sustainability targets, governance oversight.	Negative Implications: Capital expenditure required to transition to low-carbon operations, potential impairment of assets exposed to transition risks, increased compliance costs, and potential loss of competitiveness if market expectations are not met. Positive Implications: Access to emerging markets and green business opportunities, improved investor confidence, preferential financing terms, enhanced business resilience, and long-term value creation through sustainable growth strategies.
6	Waste Management and Circular Economy	Risk	Waste Management includes the risks related to waste generation and disposal, as well as the associated impacts for enhancing the circularity measures across business operations, leading to social and regulatory impacts for us	• Implementation of waste reduction initiatives across operations • Segregation and safe handling of hazardous and non-hazardous waste • Recycling, reuse and recovery of materials wherever feasible • Strengthening circular economy practices and resource efficiency measures • Regular monitoring of waste generation, disposal and regulatory compliance • Employee awareness and training on responsible waste management practices	Negative Implications: • Waste treatment and disposal costs • Compliance and environmental management expenditures • Potential penalties or remediation costs arising from non-compliance

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)
7	Workforce Development and Employee Well-being	Opportunity	A skilled, engaged and healthy workforce is essential for maintaining operational excellence, innovation and business growth. Investing in employee development and well-being enhances productivity, supports talent retention and strengthens organisational capabilities.	NA	Positive Implications: Higher productivity, lower attrition costs, stronger talent attraction and retention.
8	Community Engagement and Social Impact	Opportunity	Supporting Community development through CSR and other social initiatives can make positive difference for the less privileged communities while also bettering the brand image and business reputation of the Company	NA	Positive Implications: stronger stakeholder relationships and improved social licence to operate.
9	Regulatory Compliance and Business Ethics	Risk	Evolving regulations and stakeholder expectations are reshaping the governance landscape. At KBL, we view governance as more than a compliance obligation—it is a strategic enabler that supports responsible growth, effective oversight and long-term business sustainability.	• LEGATRIX tool with strong focus and monitoring for effective compliance management • Robust Code of Conduct with strict adherence to the Code through periodic trainings, audits and strong leadership insights	Negative Implications: Regulatory penalties, legal expenses, reputational damage and potential business disruptions.
10	Customer Satisfaction and Product Responsibility	Opportunity	Delivering reliable, high-quality products and services is fundamental to maintaining customer trust and loyalty. High levels of customer satisfaction contribute to repeat business, stronger market reputation and long-term revenue growth.	NA	Positive Implications: Increased sales, customer retention and long-term revenue growth.

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)
11	Cybersecurity and Data Protection	Risk	Digital transformation is essential for maintaining the highest efficiency in the business and is characterised by faster adoption of new technologies while also ensuring the safety and security of systems that safeguard business and customer information. Lack of efficient systems will affect ease of doing business and increase susceptibility to cyber threats	Cybersecurity controls, employee awareness, incident response plans, regular assessments.	Negative Implications: business interruption, data recovery, legal liabilities
12	Sustainability Disclosure and Reporting	Opportunity	Stakeholders, investors and regulators increasingly expect transparent and reliable sustainability disclosures. While evolving reporting requirements may increase compliance obligations, robust disclosure practices enhance transparency, strengthen stakeholder confidence and improve access to capital.	NA	Positive Implications: Increased credibility with investors, customers and other stakeholders, supporting long-term financial resilience and value creation.
13	Responsible Supply Chain Management	Risk	KBL relies on a diverse network of suppliers for raw materials, components and services. Supply chain disruptions, ethical concerns or environmental and social issues within the supply chain can impact operational continuity, increase costs and expose the company to reputational risks.	Supplier assessments, diversification, , supplier engagements	Negative Implications: Increased procurement costs, supply disruptions, production delays and reputational impacts

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)
14	Water Stewardship and Water Management	Risk	Water availability and quality are becoming increasingly important business considerations due to climate change, population growth and regulatory requirements. Inadequate management of water resources could lead to operational constraints, increased costs and stakeholder concerns.	Water efficiency projects, recycling, rainwater harvesting, monitoring.	Negative Implications: loss arising from water scarcity and operational disruptions.
15	Human Rights and Labour Practices	Risk	Respect for human rights and fair labour practices is essential to maintaining a responsible and sustainable business. Any actual or perceived violations within KBL's operations or value chain could lead to legal liabilities, reputational damage and loss of stakeholder trust.	We have strengthened the due diligence for increased accountability voiding human rights related risks in operations and value chain by conducting periodic training for promoting fairness in business and ensuring social accountability for the stakeholders.	Negative Implications: Legal liabilities, remediation costs, reputational impacts and potential business disruptions.
16	Environmental Management and Biodiversity	Risk	Manufacturing activities can have direct and indirect impacts on the environment and surrounding ecosystems. Failure to effectively manage environmental aspects may result in regulatory action, operational restrictions and negative stakeholder perceptions	Environmental management systems, biodiversity assessments, conservation initiatives	Negative Implications: Compliance costs, environmental remediation expenses, penalties and project delays
17	Corporate Governance and Transparency	Opportunity	Strong governance and transparent decision-making processes support accountability, effective risk management and stakeholder confidence. A robust governance framework enhances organisational resilience, facilitates informed decision-making and contributes to sustainable value creation.	NA	Positive Implications: Lower cost of capital, improved investor confidence, enhanced business valuation.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes								
b. Has the policy been approved by the Board? (Yes/No)	The Policies have been approved by Chairman and Managing Director on behalf of Board of Directors								
c. Web Link of the Policies, if available	https://www.kirloskarpumps.com/investors/policies								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes								
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	- Integrated Management System (IMS) certification comprising of - ISO 9001:2015, Quality Management System - ISO 14001:2015, Environment Management System - ISO 45001:2018, OH&S Management System - ISO 50001:2018, Energy Management System - ISO 19443:2018 certification - Nuclear-specific Quality Management System - ISO/IEC 17025:2017 NABL Accreditation for competence of Testing & Calibration Laboratories - BIS Accreditations for Products - BEE Star Rating for Products - FM/UL certification of Products - CE Marking for products - IS 210 quality and excellence in manufacturing grey iron castings - CII GreenPro certification for eight types of products - CII GreenCo certification for four manufacturing plants - CII "Approaching to Zero Waste to Landfill" certification for Dewas plant and CII "Aspiring to Zero Waste to Landfill" certification for Sanand Plant								
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any	- To enhance renewable energy contribution for KBL group of companies up to 70% by FY 2029-30 - Continue development of Borewell Submersible pumps complying with 3-star rating and above as per BEE/BIS standard by 25% over FY 2022-23 in next 5 years - Achieve Water Neutrality by FY 2029-30 "Zero Waste to Landfill" for our manufacturing plants by FY 2029-30 40% reduction in Scope 2 emission intensity (MT/Pump) by 2029-30 over the baseline of FY 2022-23 - Sustain zero reportable accident year on year - Enhance female workforce up to 20% by FY 2029-30 - Awareness training on ESG and NGRBC principles for 100% employees by FY 2026-27 - Sustainable sourcing up to 60% by FY 2029-30 - Implementation of BRSR CORE KPIs for value chain partners as per business spend by FY 2026-27 - GreenPro certification for 80% products by FY 2029-30								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met	• The Renewable Energy share in operations increased from 15% in FY 2024-25 to 35% in FY 2025-26 • 71% reduction in Scope 1 Emission Intensity (MT/Pump) over the baseline FY 2022-23 • 6% reduction in Scope 2 emission intensity (MT/Pump) over the baseline FY 2022-23 • 49% reduction in absolute scope 1 emissions and 21% reduction in absolute scope 2 emissions over FY 2024-25 • Zero reportable accidents • Development of E-learning module for ESG and BRSR awareness • Sustainable sourcing enhanced to 48% • 510 BEE star rated products • ESG trainings conducted for value chain partners • GreenPro certification for additional product ranges • 5 Mandays training per employee								

Governance, leadership, and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure) Kindly refer page 10 from Integrated Annual Report for message from our Chairman and Managing Director									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Sanjay C. Kirloskar–Chairman & Managing Director (CMD)								
9. Does the entity have a specified Committee of the Board/Director responsible for decision-making on sustainability related issues? (Yes / No). If yes, provide details.	Yes. - We have formed a corporate level Sustainability Committee under the authority of our CMD consisting of non-board members with the Chairmanship of Associate Vice President and Head – Corporate Quality Assurance with facilitation provided by Assistant General Manager and Head- Corporate Sustainability and Excellence. - We have also formed plant level sustainability committees that in turn reports to the corporate sustainability committee. - The corporate sustainability committee reports progress of ESG initiatives along with other updates to the Board generally twice a year.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken Frequency (Annually/ Half yearly/ by Director / Committee of the Board/ Quarterly/ Any other – please specify) Any other Committee																	
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against above policies and follow up action	- Our ESG policies are assessed and updated periodically or on a need basis by Corporate Sustainability Committee and Senior Leadership including CMD. - Performance of all policies is being monitored through review of goals and commitments identified against each policy. This is done by the Corporate Sustainability Committee and also by other respective functions through monthly reviews of their functional annual operating plans. The committee findings are also reviewed by CMD																	

Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances

- We have implemented the Legatrix tool company-wide to ensure regular monitoring of compliance with relevant statutes. In the event of any delay or potential non-compliance, our CMD is promptly notified. This ensures effective monitoring of the company's compliance activities
- Additionally, the Legal team regularly releases a compliance dashboard that encompasses all applicable compliances across the different company sectors, thereby promoting preparedness among stakeholders
- The quarterly compliance certificate from CMD (based on compliance certificates by respective HODs) is placed before the Board on a quarterly basis
- A certificate for compliance with specific laws/Acts, applicable to the Company is also obtained from the external auditors/certifying agencies

11. Has the Company carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/ No), If yes provide name of the agency.

- M/s SGS India Private Ltd. has assessed our Integrated Annual Report and BRSR Core and issued Reasonable Assurance Letter
- IMS audit covering ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and ISO 50001:2018 by M/s DNV GL.
- ISO 19443:2018 Certification- Nuclear-specific Quality Management System BY M/s DNV GL
- ISO/IEC 17025:2017 NABL Accreditation for competence of Testing & Calibration Laboratories by NABL
- Cost audit by M/s Harshad Deshpande and Associates
- Statutory audit by M/s Sharp & Tannan Associates
- Secretarial audit by M/s. Dinesh Birla & Associates

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

Not Applicable

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURES

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorised as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandatory to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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

ESSENTIAL INDICATORS

1. Percentage coverage of training and awareness Programmes conducted 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 a respective category covered by the awareness programmes
Board of Directors (BoD)	2	Governance, ESG & BRSR Core	100
Key Managerial Personnel (KMP)	2	Code of Ethics, Governance, ESG & BRSR Core	100
Employees other than BoD and KMPs	1000+	Integrity, ethics, transparency & accountability, Behavioural & Safety, Employee well-being, TPM awareness, POSH, ESG & Sustainability, Waste management, Effective customer service etc.	100
Workers			

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 (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Monetary					
Penalty/ Fine				Nil	
Settlement/ Award	Principle 1	Regional Provident Fund Commissioner, Kolhapur	35,97,409/-	An order was passed by Regional Provident Fund Commissioner, Kolhapur, under the Employees Provident Fund & Miscellaneous Provisions Act, 1952, fixing joint and several liability of the Company and Sangli Shikshan Sanstha ('SSS') towards Employer's contribution of ₹ 35,97,409/- (Rupees thirty-five lakh ninety-seven thousand four hundred and nine only) towards PF, pension and insurance for the period from March, 1982 to June, 2008, pertaining to the employees engaged at educational institutes being run at Kirloskarvadi. In view of the larger interests of the employees of the said educational institutes and strict compliance of the Order and without prejudice to Company's rights and contentions, the Company has deposited the stipulated amount of ₹ 35,97,409/- with Regional Provident Fund Commissioner, Kolhapur.	No
Compounding Fee				Nil	
Non-Monetary					
Imprisonment				Nil	
Punishment				Nil	

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

Not applicable as no appeal has been preferred

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

KBL is committed to conducting its business with integrity, transparency and accountability. The Company maintains a robust Anti-Corruption and Anti-Bribery Policy that reflects its zero-tolerance approach towards bribery, corruption and other unethical practices. This commitment extends across its operations and value chain, encouraging employees, business partners and other stakeholders to uphold the highest standards of ethical conduct.

The policy is supported by established governance mechanisms and internal controls aimed at preventing, detecting and addressing instances of fraud, bribery and corruption. Appropriate reporting, investigation and disciplinary processes are in place to ensure compliance and reinforce a strong culture of ethics and responsible business conduct throughout the organisation.

Web link- <https://www.kirloskarpumps.com/wp-content/uploads/2023/06/Policy-on-Anti-Bribery-Anti-Corruption.pdf>

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 2025-26	FY 2024-25
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	FY 2025-26		FY 2024-25	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NA	0	NA

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not Applicable as there were no such cases of corruption and conflict of interest

8. Number of days of accounts payable (Accounts payable*360/cost of goods/services procured) in following format:

	FY 2025-26	FY 2024-25
Number of days of account payables	111	114

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 2025-26	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	10.44	11
	b. Number of trading houses where purchases are made from	527	540
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	40.84	38.21
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	76.45	75.70
	b. Number of dealers/distributors to whom sales are made	1,271	1,152
	c. Sales to top 10 dealers / distributors as % of total sales to dealers/distributors	24.11	24.70
Share of RPTs in (Related party transactions)	a. Purchases (Purchases with related parties/Total Purchases)	25.42	21.65
	b. Sales (Sales to related parties / Total Sales)	5.94	5
	c. Loans & advances (Loans & advances given to related parties/ total loans & advances)	0	100
	d. Investments (Investments in related parties / Total investments made)	33.06	40

LEADERSHIP INDICATORS

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
2 Training Sessions for Suppliers and Dealers	Nine Principles of NGRBC & ESG Initiatives, ESG assessment of Value Chain Partners. BRSR Core	35

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

Yes, we have a Code of Conduct in place for the Board of Directors and Senior Management to identify actual or potential conflicts of interest, which may arise during the course of its business activities. According to the Code of Conduct, the Board is required to scrupulously avoid a 'conflict of interest' with the Company. A conflict of interest exists where the interest of a director or member of senior management conflicts with those of the Company. We have implemented organisational processes and appropriate safeguards to mitigate, prevent and manage conflicts of interest that may arise. The Directors make a declaration every year, affirming compliance with the Code of Conduct.

In addition to provisions of the Companies Act, 2013, the Directors disclose their interest in the form of their other directorships/memberships in other entities either directly or indirectly through their relatives. Such disclosures are being made to the Board annually and from time to time as and when such interest arises. We have established processes to identify the related parties based on the disclosures. If any transactions are conducted with these related parties, the Company strictly adheres to the disclosure requirements and procedures outlined in the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as well as the Companies Act, 2013.

Web link:- https://www.kirloskarpumps.com/wp-content/uploads/2023/05/Code-of-Conduct-For-Board-Of-Directors-And-Senior-Management-Of-Kirloskar-Brothers-Limited_Revised-2023-1.pdf

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

ESSENTIAL INDICATORS

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

	FY 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
R&D	45	40	R&D investments are directed towards developing innovative and sustainable products and process technologies that improve environmental and social performance while enhancing operational and resource efficiency
CAPEX	27	22	Capital expenditure (CAPEX) investments are focused on technologies and initiatives that enhance operational efficiency, improve material and energy efficiency, accelerate digital transformation and deliver positive environmental and social impacts across the organisation's products and processes.

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

Yes, we have established a policy on sustainable sourcing, which is also available on our website at - <https://www.kirloskarpumps.com/wp-content/uploads/2023/06/Policy-on-Sustainable-Sourcing.pdf>.

We have implemented sustainable sourcing criteria which aligns with Company's commitment to promote local and responsible sourcing practices. Accordingly, we conduct training sessions and also encourage our suppliers to opt for sustainable sourcing practices like use of renewable energy, water & waste management, emission management, Environmental & Energy Management Systems, compliance to human rights, Ethics and Quality, etc.

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

48%

3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste, and (d) other waste.

Almost all of our products are made up of metallic components up to 95% by weight and content negligible amount of plastic or hazardous materials. As a part of End-of-Life treatment of our products, we have established guidelines for our customers with following objectives

- To guide our customers on environment friendly and responsible disposal of our products at the end-of-life stage
- To minimise the impact caused by product disposal on society & environment
- To reuse the recyclable components as a secondary source of raw material

Web link:- <https://www.kirloskarpumps.com/spares-and-services/end-of-life-management-procedure/>

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

Yes, Extended Producer Responsibility (EPR) is applicable to us and we file annual return of plastic waste as per CPCB requirements.

LEADERSHIP INDICATORS

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

NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
2812	Single Phase Openwell Submersible Pumpset- KOSi	50	Cradle to Gate	Yes, from CII (2025-26)	No
	Single Phase Monobloc Pumpset - KDS		Cradle to Gate	Yes, from CII (2025-26)	No
	Hydro Pneumatic System with Vertical Inline Pumpsets		Cradle to Gate	Yes, from CII (2025-26)	No
	Hydro Pneumatic System with Horizontal Multistage Pumpsets		Cradle to Gate	Yes, from CII (2025-26)	No
	Vertical inline Long Coupled Pump-KW-LC		Cradle to Gate	Yes, from CII (2025-26)	No
	Vertical Inline Short Coupled Pump - KW-SC		Cradle to Gate	Yes, from CII (2025-26)	No
	1.0 HP Mini Pump Series		Cradle to Gate	Yes, from CII (2024-25)	No
	0.5 HP Mini Pump series		Cradle to Gate	Yes, from CII (2024-25)	No
	10 CM Water filled Submersible Pump Series		Cradle to Gate	Yes, from CII (2024-25)	No
	10 CM Oil Filled Submersible Pump Series		Cradle to Gate	Yes, from CII (2024-25)	No
	Alloy Cast Steel Foundry Castings		Cradle to Gate	Yes, from CII (2023-24)	No
	Cast Iron Foundry Castings		Cradle to Gate	Yes, from CII (2023-24)	No
	LLC™ Horizontal Axially Split Case Pump Series		Cradle to Gate	Yes, from CII (2023-24)	No
	DBxe End Suction Pump Series		Cradle to Gate	Yes, from CII (2023-24)	No
	Monobloc Pump-set Series		Cradle to Gate	Yes, from CII (2021-22)	No

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

Name of Product / Service	Description of the risk/ Concern	Action Taken
---------------------------	----------------------------------	--------------

No significant social or environmental concerns/risks were identified

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

Indicate Input material	Recycled or re-used input material to total material	
	FY 2025-26	FY 2024-25
Metal	40	40

Note : Figures reported above are only specific to foundry operations within our KBL manufacturing plants.

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

	FY 2025-26			FY 2024-25		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Nil	Nil	Nil	Nil	Nil	Nil
E-waste	Nil	Nil	Nil	Nil	Nil	Nil
Hazardous waste	Nil	Nil	Nil	Nil	Nil	Nil
Other waste (MT) (Metal waste)	Nil	7,932.17	Nil	Nil	82	Nil

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

Considering the wide geographical spread and transportation challenges involved, reclaiming products at their end-of-life stage is currently not feasible. Therefore, we have established End-of-Life treatment guidelines for our customers to ensure the safe, responsible and environmentally safe disposal of our products and packaging materials at the end of their useful life.

However, we do reclaim certain products that are replaced during the warranty period and ensure their safe disposal at our respective manufacturing plants. These reclaimed products primarily belong to the small pumps business and comprise approximately 90–95% metallic components.

PRINCIPLE 3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

ESSENTIAL INDICATORS

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	1,459	1,459	100	1,459	100	0	0	NA	NA	0	0
Female	115	115	100	115	100	115	100	NA	NA	115	100
Others	0	0	0	0	0	0	0	NA	NA	0	0
Total	1,574	1,574	100	1,574	100	115	7.31*	NA	NA	115	7.31*
Other than Permanent employees											
Male	197	197	100	197	100	0	0	NA	NA	0	0
Female	22	22	100	22	100	22	100	NA	NA	22	100
Others	0	0	0	0	0	0	0	NA	NA	0	0
Total	219	219	100	219	100	22	10.05*	NA	NA	22	10.05*

*Maternity benefits and Day Care facilities have been provided to 100% eligible female employees

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	937	937	100	937	100	0	0	NA	NA	0	0
Female	71	71	100	71	100	71	100	NA	NA	71	100
Others	0	0	0	0	0	0	0	NA	NA	0	0
Total	1,008	1,008	100	1,008	100	71	7.04*	NA	NA	71	7.04*
Other than Permanent workers											
Male	247	0	0	247	100	0	0	NA	NA	0	0
Female	50	0	0	50	100	0	0	NA	NA	0	0
Others	0	0	0	0	0	0	0	NA	NA	0	0
Total	297	0	0	297	100	0	0	NA	NA	0	0

*Maternity benefits and Day Care facilities have been provided to 100% eligible female employees

c. Spending on measures towards wellbeing of employees and workers (including permanent and other than permanent) in the following format

	FY 2025-26	FY 2024-25
Cost incurred on well-being measures as a % of total revenue of the company (%)	0.62	0.63

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

Benefits	FY 2025-26			FY 2024-25		
	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/NA)	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/ NA)
PF	100	100	Yes	100	100	Yes
Gratuity	100	100	Yes	100	100	Yes
ESI	100	100	Yes	100	100	Yes
Others – please specify National Pension Scheme (NPS)	21.6	0	Yes	13.3	0	Yes

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, differently abled persons need special arrangements in the environment for their mobility and independent functioning. At every premises / office, we have provided facilities at entry & exit points, washrooms, workstations, canteen & special vehicle parking spaces near entry gate. Such employees are given suitable job profile based on their capacity for doing the work. As per the Rights of Persons with Disabilities Act, 2016, our organisation is accessible for differently abled employees and workers, and similar provisions are set across our global footprint.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web link to the policy.

Yes, KBL has a policy that ensures fair employment practices and equal opportunities for all employees and workers without discrimination on the grounds of race, caste, creed, religion, colour, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability or any other category protected under applicable laws.

The policy reflects KBL's commitment to fostering a diverse, inclusive, and respectful workplace where all individuals are treated fairly and provided with equal opportunities for growth and development.

For information relating to this policy, refer the weblink – <https://www.kirloskarpumps.com/wp-content/uploads/2023/06/Policy-on-Inclusive-Growth-Equatable-Development.pdf>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	NA	NA
Female	100	100	100	100
Others	NA	NA	NA	NA
Total	100	100	100	100

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, we have established robust grievance redressal mechanisms for employees and workers to report their concerns. Our HR function, along with other Functional Heads, diligently assess the nature of grievances and promptly initiate appropriate corrective actions. In addition, employees can report grievances as outlined in the whistle-blower policy on grounds of any unethical behaviour, fraud, or violation of the Company's Code of Conduct. Various grievance reporting channels available for different employee levels are mapped below –

Permanent Workers	Works Committee, Canteen Committee, Grievance Register by HR, Suggestion box, ICC, Safety Committee
Other than Permanent Workers	HR function helps to resolve issues if any
Permanent Employees	Suggestion box, ICC, Grievance Register by HR, Intranet Portal Head of each functions helps to resolve issues if any
Other than Permanent Employees	HR function helps to resolve issues if any

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

	FY 2025-26			FY 2024-25		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of Employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees						
Male	1,459	0	0	1,428	0	0
Female	115	0	0	111	0	0
Other	0	0	0	0	0	0
Total Permanent Workers						
Male	937	860	91.78	997	932	93.48
Female	71	2	2.81	70	2	2.86
Other	0	0	0	0	0	0

8. Details of training given to employees and workers:

Category	FY 2025-26					FY 2024-25				
	Total (A)	On Health and safety measures		On skill upgradation		Total (D)	On Health and safety measures		On skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Male	1,656	1,656	100	1,656	100	1,569	1,569	100	1,569	100
Female	137	137	100	137	100	123	123	100	123	100
Other	0	0	0	0	0	0	0	0	0	0
Total	1,793	1,793	100	1,793	100	1,692	1,692	100	1,692	100
Workers										
Male	1,184	1,184	100	1,184	100	1,176	1,176	100	1,176	100
Female	121	121	100	121	100	111	111	100	111	100
Other	0	0	0	0	0	0	0	0	0	0
Total	1,305	1,305	100	1,305	100	1,287	1,287	100	1,287	100

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	1,656	1656	100	1,569	1,569	100
Female	137	137	100	123	123	100
Other	0	0	0	0	0	0
Total	1,793	1793	100	1,692	1,692	100
Workers						
Male	1184	1184	100	1,176	1,176	100
Female	121	121	100	111	111	100
Other	0	0	0	0	0	0
Total	1305	1305	100	1,287	1,287	100

10. Health and safety management system:

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

Yes. All our manufacturing plants are ISO 45001:2018 certified (Occupational Health and Safety Management System Standard). The system focuses on identifying and mitigating workplace hazards, promoting safe work practices, ensuring regulatory compliance, conducting regular safety training and awareness programmes, and driving continuous improvement in health and safety performance across manufacturing plants and offices.

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

We have adopted a systematic Hazard Identification and Risk Assessment (HIRA) approach to regularly identify work-related hazards. Trained professionals conduct regular audits for identifying the potential work-related hazards across operating locations. We identify and implement safety controls for the safe execution of business operations. We have a well-defined work permit system to identify potential hazards on a non-routine basis. Employees and workers are encouraged to report the near miss cases through safety committees and other channels. The safety team analyses the grievance of the employees and takes necessary corrective actions for ensuring the safe working environment.

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

Yes, as a part of ISO 45001:2018 Management System certification, we have established procedures and Emergency Evacuation Plan to report the work-related hazards and to remove themselves from risks. We have also implemented 'Safety Yellow Tag System' by which worker can raise the issue using yellow tags available in the shop floor. There is a Safety committee as well through which workmen can report hazards to the management. All workmen are instructed to not to take any risk and are authorised to stop the work if there is any immediate risk to health and safety. Regular review of HIRA is adopted.

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

Yes, we facilitate the accessibility of non-occupational health services to our workers through medical camps, vaccination drives and medical health check-ups. Our employees can avail financial assistance through medical claims. We also have voluntary health promotion services like health awareness webinars on 'Mental Health', 'Healthy Heart Program', etc. We also have an Occupational Health Centre at our manufacturing plants, where nurses with qualified doctor are available where workmen can avail non-occupational medical service.

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

Safety Incident/Number	Category*	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0.19	0
Total recordable work-related injuries	Employees	0	0
	Workers	1	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill health (excluding fatalities)	Employees	0	0
	Workers	0	0

*Including in the contract workforce

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

Ensuring safe and healthy workplace in a factory requires a structured approach combining policies, training, equipment and continuous monitoring. Below are the key safety measure implemented across all facilities –

- Compliance to OH&S Management System as per ISO 45001:2018 certification
- Workplace risk assessment (HIRA)
 - Regular identification and evaluation of hazards
 - Implementation of control measures to eliminate and reduce risks
- DDS+ Safety perception survey for employees to improve workplace safety
- Safety Policies and Procedures
 - Clear safety guidelines for all operations
 - Standard Operating Procedures (SOPs) for machinery and hazardous tasks
 - Emergency response plans (fire, chemical spills, accidents)
- Employee training and awareness
 - Safety Induction for new employees
 - Regular training on equipment handling, fire safety and first aid
 - Mock drills for emergencies

6. Personal Protective Equipments
 - Provision of safety gears such as helmets, gloves, goggles, ear protection and safety shoes
 - Mandatory use of PPE in designated areas
7. Housekeeping and cleanliness
 - Keeping floor clean and free from spills or obstructions
 - Proper storage of materials to avoid accidents
 - Waste management systems
8. Machine safety measures
 - Installation of machine guards and emergency stop buttons
 - Regular maintenance and inspection of equipments
 - Lockout/ tagout procedures during maintenance
9. Fire safety measures
 - Fire extinguishers, alarms, sprinkler systems installed and maintained
 - Clearly marked emergency exits and evacuation routes
 - Regular fire drills
10. Health and hygiene facilities
 - Clean drinking water and sanitation facilities
 - Adequate ventilation and lighting
 - Medical rooms for first aid facilities
11. Monitoring and reporting systems
 - Incident reporting and monitoring systems
 - Safety audits and inspections
 - Encouraging workers to report unsafe conditions
12. Compliance to legal standards
 - Adherence to health and safety regulations set by authorities
 - Regular inspection by regulatory bodies
13. Ergonomic practices

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

	FY 2025-26			FY 2024-25		
	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	0	0	NA	45	0	NA
Health & Safety	0	0	NA	21	0	NA

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	
Working Conditions	100

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Few of the actions initiated to address safety related concerns are as below -

- Creation of safety training centre with demonstration of shopfloor hazards
- Access control provided for rooftop and crane maintenance ladder

- LPG Gas detection system with auto cut off valve in case of emergency
- Enhancement of interlocking system to machines
- Various safety related kaizens implemented at shop
- Strengthening work permit system
- EHS change control system initiated across KBL plants
- Enhanced safety awareness to shopfloor employees
- Structural stability survey conducted by competent agency

LEADERSHIP INDICATORS

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

Yes, we extend life insurance coverage for all our employees and permanent workers. In addition to this, Parivar Suraksha Yojana and Benevolent Fund Scheme are also available for our employees and permanent workers.

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

We expect our value chain partners to uphold highest standards of business responsibility principles. We conduct periodic audits of key suppliers ensuring the compliance with statutory regulations including applicable statutory deductions like Provident fund and Employees' State Insurance Corporation (ESIC). The same is also ensured during the selection of new suppliers. We have also initiated ESG assessment of our value chain partners to assess and promote ESG compliance and initiatives in specific areas.

3. Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees	0	0	0	0
Workers	0	0	0	0

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

Yes, we continually invest in human capital development which includes skill enhancement that is contemporary while providing employees with a diverse and enriching experience for mutual growth. This enhances the employability of workforce and enables a smooth transition for exploring alternate employment opportunities. In addition, we provide pension benefits and post-retirement medical benefits for qualified staff. Workers are provided with pension benefits as covered under the relevant statute.

5. Details on assessment of value chain partners:

We conduct periodic assessments of our value chain partners during which we ensure that they comply with requirements related to Occupational Health & Safety practices and working conditions.

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	90.4
Working Conditions	

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

The results of our supplier and dealer assessments have indicated a satisfactory level of compliance with regards to Occupational Health and Safety practices and working conditions. We maintain a zero-tolerance whenever significant deviations are observed from our established standards.

PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

ESSENTIAL INDICATORS

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

KBL identifies its key stakeholder groups through a structured and ongoing stakeholder engagement process based on the nature of business operations, strategic priorities, and the extent to which stakeholders are impacted by or can influence the Company's activities. KBL's key stakeholder groups are:

- 1) Customers – To build long-term relationship for continual growth in business
- 2) Employees – To attract and develop strong people asset for better results and contribution
- 3) Business and Governing Stakeholders – Ensure continuous support
- 4) Partners and Suppliers – Build relationship for mutual growth
- 5) Society – To contribute towards well-being of the society

We actively engage with all our stakeholders and collect their need, expectations, and feedback at appropriate stage to develop our strategy.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised 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 & scope of engagement including key topics & concerns raised during such engagement
Shareholders/ Investors	No	Meetings, analyst/ earnings calls, emails, telecommunication, post/ courier, website of Company, Stock Exchanges, RTA, Newspaper publication	Regular / Ongoing	1) Periodic information sharing about operations & performance of the Company, 2) updates on Company Policies/Codes, payment of dividend & claiming of unpaid/unclaimed dividend, statutory filings & correspondence
Customers	No	Customer perception Survey, Business Meetings, Email communications, Training Programs, Webinars, Advertisement	Regular / Ongoing	1) To collect customer feedback on our products and services 2) To market features of our products and update about new products 3) Impart training on safe & responsible usage of our products
Suppliers	No	Supplier meets, Business Meetings, Email communications, Training Programs, Webinars, Supplier Quality Improvement Program	Regular / Ongoing	1) To collect their need and expectations 2) To update about our strategies, business plans, new product development & ESG initiatives 3) To resolve their concerns related to business and payment if any 4) Assess their processes through supplier quality improvement program

Stakeholder Group	Whether identified as Vulnerable & Marginalised 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 & scope of engagement including key topics & concerns raised during such engagement
Dealers and retailers	No	Dealer Meets, Email communications, Leaflets, Presentations, Online & physical meetings, Training programs, Conferences, Dealer portal, KBL website etc.	Regular / Ongoing	1) To collect their need and expectations 2) To update about our strategies, business plans, new product development & ESG initiatives 3) To resolve their concerns related to business and payment if any
Employees and Workers	No	Employee Engagement Survey, Performance Management reviews, Monthly Reviews, E-mail communications, Mahasabha, Speak-out sessions, Newsletter, website, Tele communication & SMS, various training/ awareness programs etc.	Regular / Ongoing	1) To collect their feedback on growth, work-life balance, and other facilities 2) To update about our annual and long-range business plans 3) To review the performance on monthly basis 4) Collect training needs and impart trainings
Financial Institutions	No	Meetings (Virtual/personal), E-mail communications, Newsletter, website, Tele-communication & SMS	Regular / Ongoing	1) To understand their need & expectations 2) To resolve their concerns related to business and payment if any 3) To seek continuity in their financial support
Communities	No	Focused Group Interactions, Impact Surveys, Grievance Redressal channels, NGO partners	Need-based	1) To gather needs and expectations of various components of society 2) Contribute in well-being through CSR activities
Business and Government Bodies	No	Annual Reports, Compliance Reports, Meetings and discussions by regulatory bodies	Regular, Ongoing	1) To understand their need & expectations 2) To resolve their concerns if any 3) To ensure compliance to regulatory requirements

LEADERSHIP INDICATORS

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

Stakeholder consultations are conducted through various channels such as meetings, reviews, surveys, feedback mechanisms, customer interactions, employee engagement forums, investor communications, supplier discussions, community outreach programmes, and grievance redressal systems. We have formed a corporate level Sustainability Committee under the authority of our CMD consisting of non-board members. The corporate sustainability committee reports progress of ESG initiatives along with other updates to the Board twice a year. This process enables the Board to consider stakeholder perspectives while overseeing the Company's strategic, economic, environmental, social, and governance priorities.

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

Yes, we consult our stakeholders for identification of impact of material issues on our business. We work collaboratively with all stakeholder groups for the management of identified issues thereby utilising opportunities and mitigating the risks

related to environment, social and governance aspects. We also deliberate each material issue based on its impact and identify goals to reduce its impact.

For more details, refer to Section A (General Disclosures) and Materiality section on Page 20

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

We take special efforts to help and uplift the underserved and unprivileged groups of society. We work for benefits of women, differently abled, vulnerable, disadvantaged, and marginalised groups and take extra efforts to address their concerns and grievances. Our CSR activities are focused in the areas of education, health and hygiene, environment, disaster management and rural development for above groups.

During the reporting period, no critical issues were reported by vulnerable / marginalised stakeholder groups.

PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

ESSENTIAL INDICATORS

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	1,574	1,574	100	1,539	1,539	100
Other than permanent	219	219	100	153	153	100
Total Employees	1,793	1,793	100	1,692	1,692	100
Workers						
Permanent	1,008	1,008	100	1,067	1,067	100
Other than permanent	297	297	100	220	220	100
Total Workers	1,305	1,305	100	1,287	1,287	100

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

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to Minimum wage		More than Minimum wage		Total (D)	Equal to minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	1,459	0	0	1,459	100	1,428	0	0	1,428	100
Female	115	0	0	115	100	111	0	0	111	100
Other	0	0	0	0	0	0	0	0	0	0
Other than Permanent										
Male	197	0	0	197	100	141	0	0	141	100
Female	22	0	0	22	100	12	0	0	12	100
Other	0	0	0	0	0	0	0	0	0	0
Workers										
Permanent										
Male	937	0	0	937	100	997	0	0	997	100
Female	71	0	0	71	100	70	0	0	70	100
Other	0	0	0	0	0	0	0	0	0	0
Other than Permanent										
Male	247	0	0	247	100	179	0	0	179	100
Female	50	0	0	50	100	41	0	0	41	100
Other	0	0	0	0	0	0	0	0	0	0

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

a. Median remuneration/ wages:

	Male		Female		Other	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	10	₹ 2.99 mn	3	₹ 3.23 mn	0	0
Key Managerial Personnel (Excluding CMD)	2	₹ 8.36 mn	0	0	0	0
Employees other than BoD and KMP	1,654	₹ 1.03 mn	136	₹ 0.82 mn	0	0
Workers	1,184	₹ 0.92 mn	121	₹ 0.30 mn	0	0

*These details include independent directors who ceased to be on the Board of the Company during FY 2025-26

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

	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages	6.02	5.36

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

Yes, HR Head through the functional heads of the departments / unit heads of the Company is responsible for addressing human right related issues.

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

- We have a robust grievance mechanism that helps us to have a stronger and stable workforce. It helps to resolve all concerns and facilitate in communicating people suggestions to the management through different channels.
- Speak out session are organised giving opportunity to our employees to raise their grievances.
- Our Whistle Blower Policy help employees to report to the management, instances of any unethical behaviour, actual or suspected fraud or violation of the company's code of conduct.
- KBL has a Human Rights Policy that emphasises respect for human rights and prohibits child labor, forced labor and workplace discrimination. This policy is communicated to all employees and is available internally
- Buddy system helps new employees to learn their jobs and roles in a better way and to make them understand various processes and systems of the organisation.
- Different committees are formed like safety, canteen, IR, PF and joint council committee to resolve grievances and also to improve the process.

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

	FY 2025-26			FY 2024-25		
	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	0	0	NA	0	0	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment of Women at Workplace (prevention, prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees/workers	0	0
Complaints on POSH upheld	0	0

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

As part of Whistle-blower Policy and POSH Policy, we protect the identity of the complainant. All such matters are dealt in strict confidence. Also, as part of our Code of Ethics, we do not tolerate any form of retaliation against anyone reporting legitimate concerns. Any efforts of targeting such individuals are strictly dealt with disciplinary action.

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

Yes, we expect our business partners to comply all applicable laws and regulations including human right requirements. For example, pertinent clause in Purchase order—The Supplier shall comply with all statutory and regulatory provisions as are applicable to its establishment, including but not limited to the Factories Act, 1948, the Child Labour (Prohibition and Regulation) Act, 1986 and the applicable Human Right requirements as spelt in KBL Human Right Policy uploaded at <https://www.kirloskarpumps.com/investors/policies>

10. Assessments for the year:

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

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

Not Applicable, as no significant risks/concerns were identified as a part of the assessments undertaken.

LEADERSHIP INDICATORS

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

We extend our commitment to responsible business practices by integrating fair working conditions and good environmental practices throughout the value chain. We strive to find business partners that share our values concerning human rights, labour standards and health and safety. Labour practices assessment is part of our new evaluation system for suppliers. Suppliers, who fail to comply with labour practices requirement are asked to implement the same.

Our Human Right policy is also extended to our value chain and we ensure compliance by our partners through ESG assessment.

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

Human rights-related aspects are covered as part of the Company's regular internal audit process and compliance reviews. However, the Company does not currently undertake a separate standalone human rights due diligence assessment.

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

Yes, at every premise / office, we have provided facilities at entry & exit points, washrooms, workstations, canteen, and vehicle parking spaces near the entry gate for differently abled visitors

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	90.4
Wages	
Others – Statutory Deductions like PF & ESIC	

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

As per our assessment process, no major non-compliance observed in terms of Occupational Health and Safety practices and working conditions. We do not engage with value chain partners if we observe major deviation with respect to above.

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

Parameter	FY 2025-26	FY 2024-25
From renewable sources		
Total electricity consumption (A) GJ	58,981.82	24,622.42
Total fuel consumption (B) GJ	0	0
Energy consumption through other sources (C) GJ	0	0
Total energy consumption renewable sources (A+B+C) GJ	58,981.82	24,622.42
From non- renewable sources		
Total electricity consumption (D) GJ	1,07,686.10	1,41,338.80
Total fuel consumption (E) GJ	19,614.95	26,551.42
Energy consumption through other sources (F) GJ	0	0
Total energy consumed from non-renewable sources (D+E+F) (GJ)	1,27,301.06	1,67,890.22
Total energy consumed (GJ) (A+B+C+D+E+F)	1,86,282.88	1,92,512.63
Energy intensity per rupee of turnover in GJ / ₹ of turnover (Total energy consumption/ Revenue from operations)	0.000006587	0.000006635
Energy intensity in GJ per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumption/ Revenue from operations adjusted for PPP)	0.00013397	0.000001621
Energy intensity in GJ per unit of product sold	0.145	0.141
Energy intensity- optional – the relevant metric may be selected by the entity	Not Applicable	Not Applicable

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

Yes, independent Sustainability Assessment and Assurance has been carried out by M/s SGS India Pvt Ltd., Pune

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

No

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

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in Kilolitres)		
(i) Surface water	2,07,468.13	2,16,899
(ii) Groundwater	6,681.78	36,272
(iii) Third party water	31,777.77	1,071
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in Kilolitres) (i + ii + iii + iv + v)	2,45,927.68	2,54,242
Total volume of water consumption (in Kilolitres)	2,45,927.68	2,54,242

Parameter	FY 2025-26	FY 2024-25
Water intensity in Kilolitres per rupee of turnover in kl / ₹ of turnover (Water consumed / turnover)	0.00000869	0.00000876
Water intensity in Kilolitres per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP)	0.000176872	0.00000214
Water intensity in Kilolitres per unit of product sold	0.19	0.19
Water intensity- optional – the relevant metric may be selected by the entity	Not Applicable	Not Applicable

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

Yes, independent Sustainability Assessment and Assurance has been carried out by M/s SGS India Pvt Ltd., Pune

4. Provide the following details related to water discharged:

Our Corporate Office and manufacturing plants have Effluent and/or Sewage treatment plants and water treated in these treatment plants is reused for domestic / industrial purpose.

Parameter	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(v) Others		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	0	0

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

Our Corporate Office and manufacturing plants have facilities to treat wastewater and/or effluent generated during operations through sewage / effluent treatment plants (STP/ETP) and then reused for domestic/industrial purposes.

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

Parameter	Please specify unit	FY 2025-26	FY 2024-25
NOx	MT/ Year	0.84	1.80
SOx	MT/ Year	0.36	0.72
Particulate Matter (PM)	MT/ Year	39.56	37.50
Persistent organic pollutants (POP)	-	0	0
Volatile organic compounds (VOC)	MT/ Year	4.37	5.57
Others- Please specify	-	0	0

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

Yes, independent Sustainability Assessment and Assurance has been carried out by M/s SGS India Pvt Ltd., Pune

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

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	1,337.68	2,630.14
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	21,288.94	28,542.59
Total Scope 1 and Scope 2 emissions per rupee of turnover in MT / ₹ of turnover (Total Scope 1 & Scope 2 GHG emissions/ Revenue from operations)	Metric tonnes of CO ₂ equivalent per ₹ turnover	0.0000008001	0.000001074
Total scope 1 & 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 & Scope 2 GHG emissions/ Revenue from operations adjusted for PPP)	Metric tonnes of CO ₂ equivalent per ₹ turnover	0.00001627	0.0000002624
Total Scope 1 and Scope 2 emission intensity in terms of physical output (MT per unit of product sold)	Metric tonnes of CO ₂ equivalent per product	0.018	0.02
Total Scope 1 and Scope 2 emission intensity - optional – the relevant metric may be selected by the entity		Not Applicable	

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

Yes, independent Sustainability Assessment and Assurance has been carried out by M/s SGS India Pvt Ltd., Pune

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

Yes, we are working on multiple fronts that shall help us in reducing GHG emission, few of those are listed below -

- KBL upload its value of "Commitment towards environment" and strive to implement innovative technologies and practices across value chain to combat climate change. KBL has developed and implemented a Climate Change Policy that outlines our commitment to reducing GHG emissions and mitigating climate change. This policy is in line with global frameworks like the Paris Agreement and national/regional regulations regarding climate action
- 49% reduction in Scope 1 emissions and 6% reduction in scope 2 emissions as compared to FY 2024-25
- KBL has implemented 13.5 MW of open access sola power, complemented by rooftop solar of 4.75 MW and 4 MW Wind Power across facilities. This integrated approach to renewable energy sourcing has enabled KBL to increase its overall renewable energy share to 38% of its total energy consumption. As a result of this transition, KBL has achieved a substantial reduction in greenhouse gas (GHG) emissions, contributing to our broader environmental and climate action goals.
- Replacement of diesel operated forklift to battery operated forklift
- KBL monitors all applicable categories of scope 3 emissions
- Promoting carpooling, use of e-vehicles and bicycle for commuting among employees
- Switching to CNC fuelled transportation from Diesel fuel vehicles by suppliers thereby reducing significant amount of emissions during transportation phase
- KBL has implemented several energy efficiency initiatives, such as upgrading our facilities with LED lighting, optimising Heating, Ventilation and Air Conditioning (HVAC) systems, and transitioning to high-efficiency equipment
- KBL has adopted zero-waste practices in its facilities and works towards reducing the amount of waste sent to landfills. This includes improving recycling rates and reducing Scope 3 emissions from waste disposal

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

Parameter	FY 2025-26	FY 2024-25
Total Waste generated (in MT)		
Plastic waste (A)	14.27	18.80
E-waste (B)	3.59	3.85
Bio-medical waste (C)	0.01	0.01
Construction and demolition waste (D)	0	0
Battery waste (E)	3.33	6.07

Parameter	FY 2025-26	FY 2024-25
Radioactive waste (F)	*	*
Other Hazardous waste. Please specify, if any. (G) – Paint sludge, used oil, ETP sludge	175.32	186.58
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) – Food waste, metal scrap, wooden scrap, burnt sand, corrugated sheets	36,224.52	47,807.67
Total (A+B + C + D + E + F + G + H)	36,421.03	48,022.98
Waste intensity per rupee of turnover in MT / ₹ of turnover (Total waste generated/Revenue from operations)	0.00000129	0.000001655
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Waste generated / Revenue from operations adjusted for PPP)	0.000026194	0.000000404
Waste intensity per unit of product sold	0.0284	0.0352
Waste intensity - optional – the relevant metric may be selected by the entity For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in MT)	Not Applicable	Not Applicable
Category of waste in MT		
(i) Recycled	5540.50	3,984.04
(ii) Re-used	8,200.73	6,607.55
(iii) Other recovery operations (Co-processing)	39.24	57.73
Total	13,780.47	10,649.32
For each category of waste generated, total waste disposed by nature of disposal method (in MT)		
Category of waste in MT		
(i) Incineration	0.74	38.76
(ii) Landfilling	22,628.11	11,211.17
(iii) Other disposal operations	11.71	26,123.72
Total	22,640.56	37,373.65

*We manage radioactive wastes in line with AERB (Atomic Energy Regulatory Board) rules and dispose it back to original suppliers. The weight of radioactive wastes generated in current year is negligible (50 gm approx.)

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

Yes, independent Sustainability Assessment and Assurance has been carried out by M/s SGS India Pvt Ltd., Pune

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

- We have implemented specific initiatives to promote the principles of the 3R's (Reduce, Reuse, Recycle) for effective waste management. Hazardous waste is regularly disposed of through agencies authorised by the State Pollution Control Board. Our waste generation is well within the limits prescribed under the consent of the State Pollution Control Board (SPCB) or the Central Pollution Control Board (CPCB).
- All our manufacturing plants hold ISO 14001:2015 (Environmental Management System) Standard certification. We have established dedicated procedures that align with ISO requirements and statutory obligations. These systems and processes are designed to minimise hazardous waste generation, and they undergo internal audits twice a year and annual external audit through an authorised agency. By maintaining a sound waste management system, we go beyond mere compliance with state regulations.
- Our waste management approach involves comprehensive monitoring of hazardous and non-hazardous waste generation streams at each plant. Waste is segregated and stored separately in designated waste management sheds. Disposal of waste follows the prescribed conditions set by the State Pollution Control Board. Moreover, organic waste generated in our kitchens are utilised to derive energy.
- We are also in the process of assessing our waste management practices to explore further scope of improvement and as a next step towards achieving Zero Waste to Landfill certification for our plants.
- Dewas plant achieved "Approaching to Zero Waste to Landfill" certification and Sanand plant achieved "Aspiring to Zero Waste to Landfill" certification

Process for Waste management -

- (a) Plastics (including packaging) – Procedure in place at all the manufacturing locations as per ISO 14001:2015 certification
- (b) E-waste – Corporate guidelines are available for safe disposal of e-waste
- (c) Hazardous waste – Procedure in place at all the manufacturing locations as per ISO 14001:2015 certification
- (d) Other waste (Metal Waste) – Procedure in place at all the manufacturing locations as per ISO 14001:2015 certification for Metal waste. Most of the metal scrap is recycled in our foundry units

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

Not Applicable

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

This is not applicable for us as none of our plants are located in ecologically sensitive areas.

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, and Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes, we are complying with all the applicable laws.

LEADERSHIP INDICATORS

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

For each facility/plant located in areas of water stress, provide the following information:

- I. Name of the area: The water stress areas have been identified based on Block-wise Categorisation as per GWRA-2025 Report by the Central Ground Water Board. According to this report, Dewas and Coimbatore plant location has been classified as 'Over-Exploited', while all other plant locations are classified as 'Safe'.
- II. Nature of operations: Small Pump Business
- III. Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in Kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	1,146.91	31,320
(iii) Third party water	31,346.49	659.68
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in Kilolitres) (i + ii + iii + iv + v)	32,493.40	31,980.40
Total volume of water consumption (in Kilolitres)	32,493.40	31,980.40
Water intensity in Kilolitres per rupee of turnover in kl / ₹ of turnover (Water consumed / turnover)	Not Applicable	Not Applicable
Water intensity in Kilolitres per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP)	Not Applicable	Not Applicable
Water intensity in Kilolitres per unit of product sold	Not Applicable	Not Applicable
Water intensity - optional – the relevant metric may be selected by the entity	Not Applicable	Not Applicable

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N): No

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

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric Tonnes of CO ₂ equivalent	2,01,834.36	2,08,010.63
Total Scope 3 emissions per rupee of turnover	Tonnes of CO ₂ equivalent / ₹ of turnover	0.00000713	0.00000717

- 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.
- All applicable categories of scope 3 emissions are considered except category 11, whereas for category 15, investment only in India has been considered.

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	CII GreenPro Eco Label certification for our pumps and castings	We have conducted Life Cycle Analysis for several products. Various features in our products and processes like use of renewable energy, high efficiency, low maintenance, less reduction in efficiency due to wear & tear in operations has resulted in achieving GreenPro Eco Label Certification from CII for our castings from foundries and products. http://ciigreenpro.com/ecolabelled-products/categories	GreenPro Eco Label Certification from CII demonstrating our leadership in Product Stewardship and Innovation
2	High efficiency motor-IE4/ IE5 motors for Monoblock pumps	Energy efficient motor driven monoblock pump. Refer our website for more details at below link - https://www.kirloskarpumps.com/kirloskar-pumps/products/product_type/Monobloc-Pumps/	Reduced carbon footprints / Energy saving due to higher efficiency
3	Development of FGD pumps	These pumps are used for flue-gas desulphurisation application in thermal power plants.	Used in power plants to minimise sulphur content in flue gas
4	Solar pumping system	Pump-set driven by solar energy https://www.kirloskarpumps.com/kirloskar-pumps/product/SOLAR+PUMPING+SYSTEM/	Zero carbon emission during operation phase
5	Micro hydro power generator- PAT/PICO	KBL's Pump as Turbine (PAT) is a unique pumping solution that can be operated in reverse as a turbine for generating micro hydroelectricity (up to 100 kW) PICO pump, like PAT, is designed for meeting energy requirements in industries https://www.kirloskarpumps.com/product/Micro+Hydro+Power+Generator+-+PICO/ https://www.kirloskarpumps.com/product/Pump+As+Turbine/	Generation of clean hydroelectric power
6	Submersible pumps for desalination industry-CW	Pumping water at high pressure across the membrane https://www.kirloskarpumps.com/kirloskar-pumps/wp-content/uploads/2020/07/KVM-Leaflet.pdf	Import substitution reducing transportation and cost
7	Products for nuclear industry	We are leading manufacturer of pumping solutions for various critical applications in the nuclear industry	Import substitution reducing transportation and cost
8	Fire-fighting pumps with FM/ UL approval	FM/UL approvals to meet quality norms of The National Fire Protection Association (NFPA) https://www.kirloskarpumps.com/product/FM-approved+and+UL-listed+Fire+Fighting+Pump/	International approvals have greater reliability when preventing property damage in case of fire
9	Induction Furnace for CI Foundry	We have replaced our cupola furnaces with induction furnaces, which shall now avoid the use of high GHG emission fossil fuel like coke	Reduction in emission

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
10	BEE star rating certification for borewell submersible pumps	Energy efficient borewell submersible pumps meeting BIS specifications and star rating from Bureau of Energy Efficiency https://www.kirloskarpumps.com/kirloskar-pumps/products/market/Submersible-Pumps/	Energy saving / lower life cycle cost
11	Development of high-efficient DBXe end suction pump series	Developed Energy efficient end suction DBXe pumps with MEI Norms https://www.kirloskarpumps.com/product/End+Suction+Pump+-+DBXe/	Energy saving / lower life cycle cost
12	HPML Technology for Cast Iron foundry at Dewas	We have installed High Pressure Molding Line (HPML) technology for Cast Iron foundry at our Dewas plant. This is expected to improve the accuracy and productivity of castings.	Reduction in carbon emission
13	High efficiency product for process application	Energy efficient End Suction Process Pumps – KPD Series https://www.kirloskarpumps.com/product/End+Suction+Process+Pump+-+KPD/	Energy saving

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

- The entity maintains a comprehensive Business Continuity and Disaster Management Plan to ensure operational resilience during disruptions
- The plan identifies critical business functions, risk scenarios and recovery priorities. It outlines preventive controls and communication protocols for stakeholders. Data backup systems, alternate work locations and IT disaster recovery machines are established to minimise downtime
- Periodic trainings as per annual training plan, mock drills and plan reviews are conducted to ensure effectiveness and readiness
- A dedicated crisis management team oversees implementation and continuous improvement, ensuring the entity can respond swiftly and restore normal operations with minimal impacts.

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

We do not envisage any adverse impact from the activities of our value chain.

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

90.4% of our value chain partners were assessed for environmental impacts

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

ESSENTIAL INDICATORS

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

There are 15 + number of affiliations with trade and industry chambers/ associations

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	Hydraulic Institute (HI)	International
2	American Society of Mechanical Engineers(ASME)	International
3	Confederation of Indian Industry (CII)	National
4	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
5	Indian Pump Manufacturers Association (IPMA)	National
6	Indian Valve and Actuator Manufacturers Association (IVAMA)	National
7	Bureau of Energy Efficiency (BEE)	National
8	National Safety Council (NSC)	National
9	Mahratta Chamber of Commerce & Industries (MCCIA)	State
10	Indore Management Association	State

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
None, as we did not receive any adverse orders from regulatory authorities related to anti-competitive conduct		

LEADERSHIP INDICATORS

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others – please specify)	Web Link, if available
1	Standard formulations and Amendments in Indian Standards on centrifugal pumps	Updating/amending the standards based on advancement of technology such as energy efficiency through BIS Technical Committee	Yes, after the final draft is approved	-	-
2	ISO Standards formulations, changes, guidebooks	Through Hydraulic Institute (ANSI/HI) committee meetings	Yes, once documents are published	-	www.pumps.org
3	Policy related pumps/ pumping systems/scheme	Through IPMA/BEE committee meetings and discussions	Yes, once policy is formulated it is made available in public domain	-	-
4	Use of Energy efficient products, like LLC™ IE3/ IE4/IE5 products	CII conferences/BEE/ National conferences held by Educational Institutes/ Industrial forums	No	-	-
5	Firefighting system and Fire pump recommendations for commercial and residential buildings, Factories	FIRE & SECURITY ASSOCIATION OF INDIA (FSAI) conference and National Building Code (NBC)	Yes (in parts)	-	-

PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

ESSENTIAL INDICATORS

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

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
Not Applicable					

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

S. No.	Name of Project or 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 ₹)
Not Applicable						

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

We have implemented a well-defined process to receive and address concerns and grievances from the community. At the site level, a committee is formed comprising members from different functions such as administration, security, HR and other functions. This committee is responsible for receiving concerns, whether in written or verbal form and diligently

working towards their resolution. To ensure a thorough investigation and resolution, joint field visits are conducted and the concerns are appropriately addressed in a timely manner. Throughout this process, the concerns are documented, recorded and actively tracked to ensure closure and satisfactory resolution.

In addition, committee members as well as our senior leadership proactively engage with the community as a part of the development work. Throughout the year, a number of informal and formal sessions are conducted which help interactions with the community apart from program specific meetings to facilitate working together. There is a targeted approach for engaging with various sections viz. youth, women and community leaders.

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

	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/ small producers (SME)	68.45	36.00
Directly from within India	96.76	96.00

5. Job creation in small 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 2025-26	FY 2024-25
Rural	33.10	0.09
Semi-urban	15.77	41.98
Urban	9.94	16.12
Metropolitan	41.19	41.81

(Place to be categorised as per RBI Classification System-rural/semi-urban/urban/metropolitan)

LEADERSHIP INDICATORS

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

Not Applicable

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

We have not undertaken any projects in aspirational districts

S. No.	State	Aspirational District	Amount spent (In ₹)
Not Applicable			

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

Our Sustainable Sourcing Policy encourage local sourcing of goods and services. However, we do not have any preferential procurement policy for purchasing from marginalised/vulnerable suppliers.

(b) From which marginalised /vulnerable groups do you procure?

Whenever feasible, we procure from socially disadvantaged sections of the society like Karnataka Khadi Gram Udyog, Khadi Gram-udyog Sahakari Bhandar

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

< 0.01%

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

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Not Applicable				

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

Name of authority	Brief of the Case	Corrective action taken
	Not Applicable	

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Infrastructure and medical healthcare support	13,520 patients	Though not evaluated, % of beneficiaries from vulnerable and marginalised groups would vary from each activity from 20% to 100%
2	Projects in the field of healthcare and education through Karve Institute of Social Services	29,92,240 students and patients	
3	Plumber Skill Development	8,470 plumbers	
4	Animal Welfare & Biodiversity Conservation	28,200	
5	Local CSR Initiatives in the field of healthcare, biodiversity and Education	18,129	

*For more details on CSR, Kindly refer to Social and Relationship Capital on Page 76

PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

ESSENTIAL INDICATORS

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

To enhance customer support, we have established a dedicated customer call centre and a user-friendly online portal. These platforms enable existing customers to conveniently log product and service-related complaints. Depending on the nature of each complaint, appropriate escalation procedures are in place, ensuring that all issues are addressed within specified timeframes. We also have a customer care toll-free number 1800 123 4443 to connect with our technical experts for hassle-free customer service and technical support. Apart from this, we have provided an email ID (kblcare@kbl.co.in) and WhatsApp number (+91 9922710710) to facilitate our customers for resolving service related concerns and feedback. These facilities are available 24*7.

Customers can also scan the QR code on their pumps & pump boxes and they can get all the technical details and specifications of the pump on their smartphone instantly.

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

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	We have established separate procedure guiding our customers about end-of-life treatment for our products and same has been uploaded on our website

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

	FY 2025-26			FY 2024-25		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive trade practices	0	0	NA	0	0	NA
Unfair trade practices	0	0	NA	0	0	NA
Others-Legal	1	0	Reported case is resolved	3	0	NA

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

	Number	Reasons for recall
Voluntary recalls	0	NA
Forced recalls	0	NA

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

Yes, we have internal guideline document on cyber security and data privacy and same has been uploaded on our Company's intranet for internal reference.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/ services.

None, as no such major issue has been observed by us.

7. Provide the following information relating to data breaches-

- Number of instances of data breaches along – Nil
- Percentage of data breaches involving personally identifiable information of Customers- Nil
- Impact, if any, of the data breaches- Nil

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

Information related to all the products and services provided by us are available on our website, <https://www.kirloskarpumps.com/>. Technical and service-related information about the products is also available in hard print in the form of brochures, flyers, manuals etc.

We actively use various social media and digital platforms to disseminate information about our products and services. We have introduced an effective and faster medium where customers / stakeholders can call our toll-free number 1800 123 4443 and connect with the experts for hassle-free customer service and technical support.

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

The Installation and Operation Manual (IOM) containing details of our products is provided to all customers during delivery of product. Also, customers are informed and educated on the safe and responsible usage of the products.

We provide Augmented reality/Virtual reality trainings to educate our customer and stakeholders. We also conduct customer meets and exhibitions to inform and educate our customers about safe & responsible usage of our products.

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

Not applicable, as we are not in the business of providing essential services.

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

Yes, we provide information relating to products over and above mandatory requirements wherever relevant for safe and responsible usage of our products.

We regularly undertake Customer Perception Survey (CPS) to know customer satisfaction level with respect to our brand, manufacturing capabilities, products, and services. This survey is generally conducted biennial across all business verticals and prompt improvement measures are implemented against feedback received.