

# Business Responsibility Report

## Generating impact, imbibing responsibility

Welspun India Limited (WIL) is one of the World's leading home textile manufacturers with a diversified brand portfolio and a robust global distribution network present in more than 50 countries and a strategic partnership with leading global retailers.

This report captures WIL's approach to its business responsibilities covering aspects such as ethics and integrity, social inclusion, environment, customer services, human resources and community engagement, human rights and supply chain.

## Our vision

"Delight our customers through innovation and technology, achieve inclusive and sustainable growth to remain eminent in all our businesses."

## Our differentiators

- Leading market player with a wide product range.
- Vertically integrated presence with significant capabilities
- Global distribution network with marquee clients
- Diversified brand portfolio
- Track record of innovation
- Consistent financial performance record

## What business responsibility means to us?



### Governance

We have implemented the highest standards of corporate governance with adequate systems and policies to secure ethical business practices and processes.



### Customer centricity

Our goal is to provide our customers with great experience by delivering high quality designs and solution, and maintaining healthy relationship.



### Empowering our people

We work as a team with a shared sense of purpose towards a common goal and we provide our people an enabling environment in which they can maximize their potential and learning.



### Protecting the planet

We are mindful of our responsibilities with respect to minimizing environmental damage through our business operations.



### Creating healthy communities

Our community impact interventions are carried out through Welspun Foundation for Health and Knowledge (WFHK), which is active wherever we have a business presence.



### Collaborating with stakeholders

Through regular formal and informal engagements, we develop mutually beneficial relationships with our stakeholders.

# Ensuring transparency, enabling governance

We firmly believe in being transparent and implementing the highest standards of governance through fairness, ethics, accountability and professionalism, thereby building trust and confidence amongst our stakeholders.

**Our aim is to inspire our investors by achieving excellence in implementing a transparent governance framework enabled through timely disclosures and digitization of processes and setting trends for a sustainable future thereby enhancing our value chains.**

WIL strongly believes that the spirit of corporate governance stretches beyond statutory acquiescence and we are committed to ensuring that our operations are carried out in an environment built upon trust, fairness and responsibility.

Our Corporate Governance framework is designed to ensure transparency and accountability at every level of the organization as per the Indian Companies Act, 2013. The management strives to enable growth, profitability, stability and sustainability across our businesses in an equitable manner.

## The Board of Directors

Overall accountability for business performance across economic, environmental and social dimensions lies with the Board members. The Board also acts as a trustee and is responsible for protecting the rights of the Company, its members and other stakeholders. Together, they formulate strategies, policies & goals, keeping in mind the vision, mission & values, integral to WIL's success. The Board meets at regular intervals and formal schedule of matters, specifically reserved for its consideration.

The Directors, through their participation in board meetings provide direction to management from their relevant fields of knowledge and expertise. They are responsible for designing a long term strategy and ensuring innovation and strong operational performance.

## The Board performs the following key functions:

- Reviews the business strategy and operational plans developed by management
- Provides oversight on corporate governance practices
- Monitors and reviews management performance
- Reviews the risk management approach
- Discharges statutory or contractual responsibilities
- Oversees the reliability of external communications
- Oversees the process for compliance with laws and regulations

- Monitors and reviews the Board Evaluation framework

The Board comprises of eight members who bring significant experience and expertise in the field of finance, account, legal, general management and business strategy. At present the board has four independent Director and two female Director.

## Committees of the Board

The Board's various committees comprises members of the Board of Directors and is responsible for carrying out specific functions assigned by the Board. The Board Committees focus on specific areas and make informed decisions within the authority delegated. The Committees also make specific recommendations to the Board on various matters whenever required. The Board takes a final call on the recommendations of the Committees after considering all the relevant aspects.

At WIL, there are four committees:

- Audit Committee
- Nomination and Remuneration Committee
- The Stakeholders' Relationship, Share Transfer and Investor Grievance Committee
- Corporate Social Responsibility Committee

Detailed of the committee and it's members are available on the website.

## Ethical business conduct

Ethical conduct of business is at the heart of our business and operations. We follow a zero tolerance policy for disruptive behavior and are committed to highest standard of ethical, moral and legal business conduct.

## Whistle Blower Policy

We have implemented a Whistle Blower Policy to encourage open communication and create a platform for stakeholders to make protected disclosures to the Chairman of the Audit Committee.

A "Whistle Blower Policy" enables employees, partners and business associates to raise a concern against any malpractices (such as unethical conduct, fraud, corruption, breach of copyright etc.) undertaken in the firm through a systematic process. The stakeholder can report any legitimate concern through email.

We also have a Human Rights Committee formed at all the locations to report the complaints raised by the employees and tracks the status on a monthly basis.

### Code of Conduct (COC)

We believe in incorporating Human Rights in the day to day functioning of the Company to ensure a free, fair and non-discriminatory work place environment. To accomplish the same, we have relevant policies and a CoC in place. The CoC lays down guidelines on ethical business conduct for our business practices. All the Board members and senior management personnel affirm to the compliance requirements of the CoC each year.

### Prevention of Sexual Harassment (PoSH) Policy

Providing a safe and conducive workplace to all our employees is our utmost priority. We have an employee grievance mechanism that raises grievance arising from their employment. Also, to encourage healthy work environment, we are committed to following the laws and regulations pertaining to the protection of employees. In this regard we have adopted a Prevention of Sexual Harassment (PoSH) Policy in accordance with the Sexual Harassment of Women at the Workplace (Prevention, Prohibition and Redressal) Act, 2013. All our employees are trained and informed on the functioning of the Internal Complaint Committee where they can report any unwelcoming sexual advances, requests for sexual favours or other verbal or physical conduct of sexual nature.

### Risk Management

We acknowledge the risks that we are exposed to across all our business functions. To mitigate these risks, the Board has formulated a well-structured Enterprise Risk Management (ERM) framework.

The key objective of ERM framework is to identify the risks, assess them and take precautionary actions in advance. ERM effectively governs and addresses financial, operational, business, regulatory, compliance and strategic risks.

We also identify our environmental risks and opportunities, which are integrated in the ERM framework. We have a robust environment management system in place at all our facilities. All our company's facilities are ISO 14001 and OSHAS 18000 certified.

### Embedding sustainability

Sustainability at Welspun is about creating value. It is about changing the paradigm of how we operate our business and understand our stakeholders' expectations. We believe in responsible business that contributes positively towards Environment, Social & Governance.

Recognizing that our stakeholders have varied expectations that extend beyond financial goals and legal requirements, we have consistently made efforts to integrate sustainability within our operations to create long-lasting value for all.

Our initiatives such as water management, energy efficiency and emission management have not only created an impact to the environment but also have benefitted the business and our stakeholders.

### Sustainable Production

WIL is committed to sustainability and we focus on designing production cycles that minimise resource use and maximize recycling opportunities.

### Some of our key sustainability initiatives include:

- 1) Life Cycle Assessment (LCA) to help us identify improvement opportunities and align product design and innovation towards reducing environmental impacts from cradle to grave
- 2) Global Organic Textile Standard (GOTS) to ensure textile products are manufactured in an organic way, right from the harvesting of raw materials to manufacturing processes, and 3) OEKO-TEX® Standard 100 certified and follow the REACH regulations that restrict the use of harmful substances in our manufacturing processes.

WIL has undertaken several initiatives to manage the amount of energy and water used across during production.

The table below lists our products with sustainability features embedded into them:

Value Addition	Product Category	Sustainability Features
Organic / Fair Trade	Towels, Sheets, Rugs	Sustainable farming practices
Better Cotton Initiative	Towels, Sheets, Rugs	Cotton from sustainable sources

Value Addition	Product Category	Sustainability Features
Natural	Towels, Sheets, Rugs	Chemical free
Ecolon Drylon	Bath Rugs	No water is used during processing
Recycled Polyester	Bath and Area Rugs	Environment friendly - recycled
Cotton / Recycled Poly Blend	Sheets	Environment friendly - recycled
100% Recycled Micro Fibre	Bath Rugs	100% recyclable synthetic product
Spun	Rugs, Deck Pillows, Cushions, Quilts	Women empowerment and livelihoods, conservation of traditional crafts, waste to wealth

### Leading the way with innovative practices

- ‘Wel-Trak’ which can trace back finished product to its original source of raw material. Streamlining our supply chain, this cutting-edge traceability process allows tracking cotton from the farm to the store shelf using a combination of RFID, barcodes and QR Code Scanners integrated with ERP Systems.
- Waste Water Treatment Plant which is known as Sewage Treatment Plant (STP) that helps in conserving and recycling water, which has minimised dependency on the Narmada River for fresh water by 85%.
- The STP treats all the sewage from Anjar & Gandhidham Adipur and uses this water for our industrial use.

### Responsible supply chain practices

We have been at the forefront of adopting smart and sustainable sourcing conducts in our supply chain. For the same, we have collaborated with suppliers with an aim to achieve synergetic benefits through lower transportation costs, lower inventory, faster working capital cycle and recycling of packaging.

Our association with Better Cotton Initiative’s vendors has helped us to procure cotton from responsible sources that enables reduction of environmental impacts from cotton production and improvement of socio-economic status of communities residing in cotton production areas. An agreement with Cotton Egypt Association is also one of our key association which involves the use of Egyptian Cotton Logo till 2022.

To ensure effective implementation of the sustainable sourcing practices in our supply chain we make sure that all our supplier locations are SA 8000 certified, our vendors are assessed on a regular basis on their social and environmental performances and we organize annual supplier meets to discuss and strategize on our environmental and social goals.

With an emphasis on technology through Data Analytics and Vendor Managed Inventory Support, our focus remains on enhancing product differentiation. Our integrated systems help us manage our supply chain and provide real-time information to customers, enhancing our pro-retail approach.

Some of our other initiatives to promote sustainable sourcing include:

- Our vendor evaluations and supplier audits consist of social and environmental aspects
- For some of our customers (e.g. IKEA), we have incorporated stringent standards and assessments to evaluate suppliers on environmental, social, governance and safety aspects.
- All locations are SA 8000 certified and we make our suppliers aware its performance criteria which includes - child labour, forced labour, freedom of association and collective bargaining, health and safety, discrimination, disciplinary practices, working hours and remuneration.
- Annual supplier meets are organized, where we emphasize our environmental and social expectations.

## Creating value, delighting customers

**Our focus on quality ensures that we keep our stakeholders highly satisfied and create healthy and sustainable relationships with them.**

**Our stakeholder driven focus is what secures our success and makes us a partner of choice and we strive to ensure providing value in all our services.**

In our Welspun 2.0 transformation customer centricity is one of the four critical elements. Our journey from being a process oriented to a customer-friendly organization. That is through a host of service improvement, awareness generation, engagement enhancement and satisfaction measurement projects undertaken by our dedicated customer services department.

### Innovative quality products

Our stakeholders demand better and more innovative products, we are strengthening our capacities and capabilities to be at pace and with changing times. Our products are made specifically to cater to the demands of our customers.

Certain requirements on product use and specifications of the product are clearly mentioned depending on the customer base to which the product caters. Furthermore, customers are kept informed on wash and care requirements. For our environmentally friendly products we also disclose the environmental footprint of the product.

We focus on quality, compliance and innovation to consistently develop our products. Our products are present in over 50 countries and we will continue to explore new markets and engage with more customers to create sustainable value.

Innovation is a key differentiating factor for Welspun.

We have developed many unique patented products, some of which are listed below:

1. Charcoal infused yarns for towels and bedsheets are anti-microbial and controls odor which are easier on skin.
2. Organic and BCI cottons are to be introduced in all our products.
3. Wel-Track is another patented traceability system developed by us. This innovative technique traces textile production at every stage. Therefore, allowing our customers and end users to trace any Welspun-made products back to its source.

We have our own innovation lab and we collaborate with different institutions (university), technology

partners and industry associations to develop new products and processes.

As we continue to explore new markets, we will continue to fulfill our customer needs in an innovative way.

### Caring for the customer

We engage with our customers on a regular basis at operational and strategic levels. We assess the needs of customers when creating our products and their feedback has been extremely valuable during product development and design.

We have incorporated technology to enable seamless consumer/customer interactions. Our two way communication process known as “Interactive Zone” enables customers to conduct a detailed analysis of our product’s performance.

Our customer interface teams are always at the forefront of providing assistance on product development, innovation, timely delivery and addressing customer grievances. To meet our changing needs of our customer a robust customer feedback system is in place.

### Customer relationship

Being proactive in responding to the requirements of the customer is the need of the hour in an emerging competitive environment. It strengthens customer trust of the brand and act as a base for developing long lasting healthy relationships with them.

For our customers to have a seamless experience when engaging with us and using our products, we provide adequate information about the specifications and requirements pertaining to product use through our product labels. We keep them informed about the wash and care requirements and also environmental credentials like OEKO-TEX Standard 100, GOTS and the Organic Content Standard.

### Improving our distribution channels

WIL is building an Omni-channel strategy to serve its end customers. We relentlessly work on improving the channels of distribution of our products. Recently, we refined our focus on new channels, including e-commerce and hospitality segments. In the e-commerce segment, WIL serves its customers through its own online portal, e-commerce marketplaces as well as brick and mortar retailers.

# Empowering people, nurturing talent

## Empowering our people

**Our policies, systems and structures are in place to ensure responsible business practices across our value chain. Our people work as a team and our systems enable an environment where they can maximize their potential.**

Our people have access to continuous training and skill enhancement opportunities to help them build lasting careers thereby enabling win-win situation for us and our people.

Our dynamic and diverse workforce is not only a key asset for WIL but also a significant player in strategizing and shaping our long term growth plans.

## Nurturing our family

We are a family of 21,514 permanent employees as on 31st March, 2019.

WIL is committed to building a workforce by being fair, transparent and accountable. Our way of managing people and delivering supportive policies enables our organization to maximize our employee potential.

We also believe in empowering our workforce. Hence several initiatives are taken such as generating role driven responsibilities where work allocation is done by roles and not by designations thereby enabling accountability in the work and performance.

We are committed to providing an enabling work environment for our employees to help them in achieving their individual career goals as our organization reaches new heights. Young and high potential employees play important role in shaping our future success hence opportunities for them to be further trained internally and helping them move to different roles of their choice thereby not seeking talent externally more.

Employee engagement, training as well as career development are strategic imperatives for us, bearing a direct impact on service delivery and customer satisfaction.

At WIL, constant effort is made to align employee expectations with business requirements. As a result, a communication and feedback mechanism is delivered through an app - Amber the technology that enables employee communication to the next level - employee development. A need for various training and development initiatives were felt across business verticals. The HR team has launched an approach to customize employee development goals through E-Gurukul and skilling initiatives.

## Engaging Talent

Our people are integrated into our culture through extensive training programs, targeting knowledge, skill enhancement, attitudinal and behavioural aspects.

Our approach to people management continually cultivates leadership qualities and encourages employees to learn and explore at all stages, to enable them to be the leaders of tomorrow. Learning is a vital part of our culture, and we believe that it is best achieved through observation, experimentation and reflection. At WIL, our training and development programme is aligned with the development needs of our people and our business goals

In FY 2018-19, all training sessions for employees were routed through Success Factors (SF). To understand the training requirement of individual, psychometric tests are conducted. To meet the specific needs of each individual, training needs were identified and Individual Development Plan were prepared for each team member. Customized programs were launched with new training techniques like Simulation, Role Plays, Outbound trainings etc. Team wise skill directory was also framed based on competency framework to set standard skillset requirement for the business.

At the plant level, programs for supervisory staff were launched and executed and at the Head Office, a series of learning interventions were initiated through 'Corporate Studio'. Varied range of programs like Impactful Communication, Personal Brand Management, Negotiation Skills, Presentation skills, Time Management, Interpersonal Skills, Business Etiquettes etc. were covered. Behavioural training workshops were also initiated at the worker level.

The Welspun Leadership Academy focuses on enhancing the leadership skills through interventions like business projects, immersion experiences at Indigo, Oberoi & Myntra.

We have also focused on developing the professional etiquette and communication skills among our employees through our training program on "Enhance your executive presence." The training is aimed at building business professionalism among employees through which they can communicate and sell their ideas with clarity and force.

Our 'HRIS WAR - Room' project launched in Anjar was successfully executed redefining enterprise and personnel structure and mapping success factors production system.

## Engaging with our employees

WIL pursues the highest standards of employee engagement by imparting their workforce with requisite skills training and providing resources

essential to perform their job functions, thus reinforcing an environment of excellence through learning and development. As an equal opportunity employer, we believe in meritocracy. To this end we have instituted a fair and an objective system to evaluate our people's performance, ensuring that it is aligned with our broader strategic objectives and operational goals. We believe in engaging with our employees through open and interactive channels of communication.

During the year, we have undertaken a number of employee engagement activities to connect with our employees better and strengthen our relationship of trust. Our open communication forum allows our employees to have an interface with the leadership team.

Over the year, we focused on Value dissemination amongst the employees with various initiatives like Leadership Talks, Quizzes, Nukkad Natak, Skits, posters, etc.

**Examples of unique employee engagement initiatives include the following:-**

- Generating role driven responsibilities for employees - In Welspun, work allocation is done as per roles and not designations which results in creating accountability in them towards their work and performance.
- Showing growth- pass for young and high potential employees - Identifying high potentials and develop individual development plan and provide them with trainings to fulfill their needs. We also look for job rotations if we move a candidate to a higher role and provide them with exposure if needed, for other areas.
- Recognizing internal talent and providing opportunity for role transfers- To unlock hidden talent of the organization, internal mobility is encouraged. For our key roles we prefer giving opportunities internally at Welspun rather than getting talent externally.
- Communication and Feedback via Amber- Amber is an artificial intelligence tool which interacts with employees on a regular basis taking feedback from them on various aspects perta.

**TABLET (Take A Break Let's Enjoy Together):** Under this initiative a global committee is formed to encourage employee participation in important festivals that are celebrated according to the geographies, events such as World Environment Day, Women's day etc. These activities encourages employees, motivates them

to perform well and brings a festive culture at the workplace.

- POSH sensitization workshop was conducted for members on conducting investigation - Since new members were added to the committee; a sensitization workshop was conducted on how to conduct investigation, laws and regulations information on the same were provided to its members during the workshop

**Diversity and inclusion**

We believe that a strong team is a combination of people with different skills and values. We encourage diversity at WIL because it broadens the scope for innovation within the Company, facilitates better decision making, enhances the talent pool of the company and augments the knowledge about different geographies and culture. We always encourage varied talent in the company and one of our initiative in creating an inclusive culture is to train specially-abled associates and encourage them to work at par with all our employees.

We concentrated on sensitization programs, multiskilling, and better welfare facilities like accommodation for our specially-abled employees and incorporated them with all the facilities and support that enables them to grow with us.

**Respecting human rights**

We consider human rights as articulated in the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work, the United Nations Global Compact to be inviolable. We are committed to respecting the rights of individuals and treat our people with trust, respect and dignity. With a view to promote the rights of our people and enable a decent and ethical work place, our locations are SA8000 certified.

**Occupational health and safety**

We are conscious about the health and safety risks that our workplace is exposed to and we give utmost importance to the safety of our employees. We are committed to maintain a zero harm workplace.

All our facilities are Occupational Health and Safety Assessment Series (OHSAS) 18001 certified. In addition to it, we are OEKO-TEX® Standard 100 certified and follow the REACH regulations that restrict the use of harmful substances in our manufacturing processes. We provide timely training to our employees, contractors, sub-contractors and other agencies with respect to our safety protocols and expectations.

# Valuing resources, conserving environment

**We are mindful of conducting our business activities in an environmentally responsible manner and we focus on reducing our environmental footprint across the value chain.**

All our facilities have robust environment management systems in place, which are ISO 14001 certified to ensure environment friendly operations. In addition, our facilities in Anjar and Vapi are OEKO-TEX® Standard 100 certified and are designed with an environmentally sensitive approach.

We conducted a Life-Cycle-Assessment (LCA) for all our product categories i.e. Towel, Sheets, Rugs and Comforter to understand the impact of these products on the environment throughout its entire value chain. The assessment helped us to identify the potential environment impacts and plan mitigation measure/alternate for the same.

## Environmental Management Systems

We have a robust environmental management system in place that helps in efficiently channelizing our energy consumption. All our facilities are ISO 14001 certified. Moreover, our facilities in Anjar and Vapi are OEKO-TEX® Standard 100 certified and are designed with an environmentally sensitive approach.

We have undertaken initiatives to manage and minimize our footprint, control energy consumption across our operations, manage our emissions, manage use of fresh water and waste management.

## Water Management

We have reduced our dependency on Narmada River for fresh water by installing 30 MLD Waste Water Treatment Plant (STP). In this facility, we process waste water from neighboring areas and ensure that more fresh water is available for intake for surrounding communities. About 85% of the water recovered from the STP is used at the Anjar plant. Also, we have been able to reduce water pollution and related health risks. Through our unique sustainable model we have increased the availability of fresh water for irrigation and daily usage in the nearby villages.

We believe in conventional ways of saving water in our day to day practices. For this purpose, it's important to ensure that the natural water is utilized in an efficient ways. We carry out rain water harvesting of approximately 75%-80% of rain water falling in our areas. In textile production, we are independent of fresh water requirement and utilize 100% recycled water.

## Energy Efficiency and saving

Efficient utilization of energy as a resource is one of the key areas for intervention. We have a premeditated

process in place to ensure that energy consumption at our Vapi and Anjar facilities monitored and managed. Some of the measures include periodic energy audits, proactive maintenance of equipment, upgrading technology and process redesign. Through our continuous effort to improve energy efficiency in FY 2018-19 cumulatively, we have saved 11.33 GWh/year and avoided operational costs by INR 82.86 million/year.

At Anjar and Vapi, we have reduced our coal consumption by implementing various projects such as hot water recovery, pipeline and steam line modifications. This has eliminated the need for 3785 MT of coal and avoiding INR 144.5 lakhs of operational costs.

## Chemical Management

We use chemicals responsibly and safely. Our production and manufacturing processes at Anjar and Vapi follow the European Union's REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals) regulations, which are aimed at protecting human health and the environment from the risks posed by chemicals.

To reduce our chemical consumption, we are actively working on reducing the consumption of soda ash, used in our processes for fixing of reactive dyes. For our bedsheets, we use bio-scouring, which replaces chemicals with enzymes in the process of de-sizing and pre-treatment of cotton fabric. We strictly abide by the Restricted Chemicals List (RCL) and Manufacturing Restricted Substance List (MRSL) to avoid the usage of any hazardous chemicals in our manufacturing processes.

## Waste Management

We have a diligent waste management system to ensure effective reduction, storage and safe disposal.

We reuse the waste generated in our premises, in our other business operations.

- In our Anjar factory, food as well as horticulture waste is converted into biogas which is used as fuel for cooking in our canteen.
- Furthermore, at our Vapi factory, food waste from canteens is converted to manure for plants.
- We utilize the fabric waste as a replacement for packaging bags for covering products like pillow cases and bed sheets.

- We have initiated the recycling of waste paper and PET bottles in our corporate office.

Our office staff are encouraged to dispose of their e-waste at designated collection bins in our offices to ensure that it is sent to authorized vendors for disposal.

Our waste disposal is carried out by appropriate methods and is further directed to authorized channels or recyclers.

As part of Swachh Welspun Abhiyan, we encourage our people to incorporate better waste management systems, better hygiene standards, environment

management and sanitation systems at work and at home.

As part of this program every Welspun member has pledged to inculcate the habits prescribed under the Swachh Welspun Abhiyan. We conduct workshops on clean environment and its various aspects through our training programs and promotional activities, which include skit performances, essay/slogan competitions, newsletters, sworn oaths and exhibitions.

Through this we have tried to create a dialogue in the areas of clean habits, zero discharge, workplace management, recycling or reusing and sanitation and tree plantation.

# Impacting lives, creating sustainable communities

We work closely with the underserved communities to improve the quality of life and catalyze change in the communities where we operate. Our community impact interventions are carried out through Welspun Foundation for Health and Knowledge (WFHK).

**Our corporate social responsibility (CSR) approach transcends the core pillars of sustainable development and is rooted in strengthening educational foundation, improving access to healthcare services, empowering people and conserving the environment.**

Welspun impacts lives by working with our communities through a diverse range of social interventions that aimed at securing stable and sustainable futures. Our CSR activities are carried out through Welspun Foundation for Health and Knowledge (WFHK), which works across a diverse spectrum spanning sustainable livelihood, hygiene and sanitation, health, education and gender. We have a corporate social responsibility (CSR) policy which is overseen by the CSR committee of the Board. In line with our CSR policy, we undertake activities that are aligned to Schedule VII of Companies Act, 2013.

## Social impact strategy

WFHK engages with local stakeholders, through a consultative and collaborative approach to identify community needs and design programmes that engage, empower and inspire visionary futures.

Local Stakeholder Engagement is extremely important and in most of our project centres we have successfully managed to integrate with and develop mutually beneficial relationships with them by supporting innovative programmes in health, education, environment, as well as cultural and civic projects.

We take utmost care to integrate community investment considerations into decision-making and business practices and assist in local capacity building to develop mutually beneficial relationships with communities. Prior to the commencement of projects, we carry out a baseline study to assess the needs of the communities. Quantified targets are set for all projects and are monitored every quarter. Wherever necessary, midcourse corrections are carried Out.

## Focus areas and interventions

Our focus areas include:

- **Promoting Education:**  
We aim to digitalize government schools and impact the lives of over 1 lakh children. So far the program has been initiated in three districts of Gujarat, wherein 116 schools have been benefitted. We have completed installations in about 221

classes and trained 961 teachers. More than 55,000 children have been impacted through this program which focuses on making classroom sessions interactive and creating a conducive learning environment.

- **Women empowerment:**

Our focus has been on enabling women to create alternative livelihoods and improve their earning capacities. Economic independence amongst women improves gender equality, advances their social status and increases civic participation.

Our project on supporting sportswomen across the country is one of the key focus areas under empowerment. The foundation financially supports 14 potential girls, which includes specially-abled women from various disciplines of sports, coming from challenging backgrounds and lends a hand in making their dreams come true of making our nation proud.

Another special project under empowerment is to encourage menstrual hygiene management in rural and urban communities. In order to empower village women by providing them with an opportunity to earn livelihood and ensuring 100% usage of sanitary pads in rural communities of Gujarat, a sanitary pad making unit making 100% biodegradable napkins was set up, moreover a livelihood program was incorporated at Anjar.

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- **Environmental conservation:**

Recognizing concerns over climate change, we strive to reduce our environmental footprint and mitigate our emissions through tree plantation. Over 24,000 saplings were planted in Anjar and our tree plantation activities are designed for multiple benefits to the natural environment

and our rural communities. Residents are also encouraged to nurture saplings and plant them near their homes.

About 5000 sanitation blocks have been constructed to ensure cleanliness and prevent infections and diseases in the villages where we operate.

- **Health:**

We aim to eradicate malnourishment amongst children, adolescent girls and women, project 'Navchetana' was launched across 15 villages of Anjar and Vapi. A mobile ambulance has also been launched that visits four villages a day and covers 17 villages in the rural areas of Anjar and has benefitted over 15,000 people.

- **Model villages:**

We aim to promote a modern vision for villages in India, where they are sustainable rural community that is able to generate and maintain the resources

necessary to improve its level of wellbeing and happiness without depleting economic, social & environmental values. A 'Model and Sustainable Village' would provide communities with employment, while creating ancillary livelihood opportunities leveraging technologies and green growth opportunities. By 2020, we commit to working together with 5 villages to implement replicable smart solutions, that not only empower a better way of life, but also secure a healthier environment for residents by promoting greener living.

#### **Project monitoring mechanisms**

Quarterly review meetings with the management includes updates on CSR initiatives, activities' impact and strategies to achieve the target. Two Corporate Social Responsibility (CSR) Committee meetings are held in a Financial Year. First meeting is held to determine 2% target and programs identified for spending against the target. The second meeting is a mid-year review.

# Connecting with stakeholders, increasing impact

We firmly believe that meeting the needs of our stakeholders brings us success, hence through our inclusive participatory approach we address their key concerns.

**Our success mainly depends on the satisfaction levels of our stakeholders and engaging with them helps us establish and maintain an inclusive relationship with them.** While the inputs from our stakeholders help us understand their needs and expectations, addressing their concerns help us to establish lasting partnerships.

We adopt different processes for engaging with our internal and external stakeholders. Post the engagement, we endeavor to close the loop as we believe that this is the key to maintaining symbiotic relationships with our stakeholders.

Refer to the next page for a detailed table listing of our key stakeholder groups, modes of engagement, their key concerns and our responses.

## Key collaborations and partnerships

WIL is committed to embrace collaboration both within and outside the Company.

- Welspun is an Alliance Member of the Well Living Lab, in collaboration with Delos and Mayo Clinic. It's one of the first labs exclusively committed to researching the real-world impact of the built-environment on human health.
- Cotton Egypt Association (CEA), an agreement signed with Cotton Egyptian Covers, which is a joint marketing initiative to promote the logo that will help enhance the complete supply chain of the Egyptian Cotton starting from cultivation to the final product, which will also benefit the Egyptian farmer. The Cotton Egypt Association has granted the Company the 'Gold Seal' certification and the right to use Egyptian Cotton logo for five years until 2022.

- Better Cotton Initiative, it is the largest farmer of Supima Cotton
- In collaboration with Walmart, WIL began the 'SWASTI Foundation' for training and empowering women. In line with the Government's 'Swachh Bharat Mission', we initiated the 'Swachh Welspun Abhiyan' to provide hygiene standards, waste management, environment management and sanitation systems across Welspun Group.

## Responsible policy advocacy

We believe that driving change and taking efforts towards effective policy development fosters industrial growth. WIL prefers to be a part of the policy development process and hence, actively participates in all forms, but has not been lobbying on any specific issue.

We are a part of a number of associations that enable value addition to the textile industry:

- Federation of Indian Chambers of Commerce and Industry (FICCI)
- YPO-Young President's Organization
- The Associated Chambers of Commerce of India (ASSOCHAM)
- Indian Merchants Chamber
- TEXPROCIL
- SRTEPC

Through our representation in the above mentioned bodies, we participate in relevant forums that are of interest to our industry and our stakeholders. All such engagements are done in line with our code of conduct.

As part of our stakeholder engagement process, we identified the following key stakeholder groups:

Identified Stakeholder Group	Mode of Engagement & Activities	Key Concerns	Our Responses
Investors	Quarterly investor meetings	Economic value of the company	Collaborating with investors through various business forums
	Presentations	Sustainable wealth creation	
	Investor relation calls	Risk management	
		Compliance and disclosures	
Government and regulators	Engagement on a need basis	Compliance	Active collaboration and participation with regulatory agencies
	Participation in industry level consultation groups	Sustainable practices	
	Participation in forums	Inclusive growth	
Employees	Employee surveys	Professional growth	HR initiatives to counsel, motivate and reward employees.
	Team building workshops	Diversity at the workplace	
	Capacity building and training	Leadership connect sessions	
	Annual appraisals	Workplace safety	Committed to achieving the goal of 20% women in the workforce by 2020
	Employee newsletters	Equal opportunities	
	Rewards and recognitions	Work-life balance	
	Volunteering opportunities	Wages and benefits	
Business partners / suppliers and contractors	Contract agreements	Payment processing cycles	Technology enabled payment processing and cloud based services
	Direct interactions	Business ethics	
	Supplier meets	Transparency	
	Membership in industry associations	Compliance	
Communities & NGO's	Direct engagement	Infrastructure development	Actively engaged by WFHK across areas such as education, healthcare, sanitation, environment conservation and livelihoods
	Dedicated CSR team	Education & healthcare	
	CSR projects and initiatives	Environmental protection	
	Visits and camps	Employment opportunities	
	Community needs assessments	Human rights	

# BRR Index

## SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

<b>Corporate Identification Number (CIN) of the Company</b>	L17110GJ1985PLC033271
<b>Name of the Company</b>	Welspun India Limited (WIL)
<b>Registered Address</b>	Welspun City, Village Versamedi, Taluka Anjar, District, Kutch, Gujarat 370 110, India
<b>Website</b>	http://www.welspunindia.com/
<b>E-mail Id</b>	companysecretary_WIL@welspun.com.
<b>Financial Year reported</b>	2018-19
<b>Sector(s) that the Company is engaged in (industrial activity code-wise)</b>	Manufacture of other textiles NIC code: 139 - 1393, 1392, 1399
<b>List key products/ services that the Company manufactures/ provides (as in balance sheet)</b>	<ol style="list-style-type: none"> <li>1. Towels</li> <li>2. Bed sheets</li> <li>3. Rugs</li> <li>4. Top of bed</li> </ol>
<b>Total number of locations where business activity is undertaken by the Company</b>	
<b>Number of International Locations (Provide details of major 5)</b>	<ol style="list-style-type: none"> <li>1. United States</li> <li>2. United Kingdom</li> <li>3. Germany</li> <li>4. Mauritius</li> <li>5. Cyprus</li> </ol>
<b>Number of National Locations</b>	<ol style="list-style-type: none"> <li>1. Mumbai, Maharashtra</li> <li>2. Anjar, Gujarat</li> <li>3. Vapi, Gujarat</li> </ol>
<b>Markets served by the Company - Local/State/ National/ International</b>	We serve both the national and international market

## SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. Paid up Capital (1,004,725,150)
2. Total Turnover (₹ 53,952,638,431)
3. Total profit after taxes (1,417,649,627)
4. Total CSR Expenditure INR 1137.10 lakh

List of activities on which CSR expenditure has been incurred:

Refer to chapter 'Creating sustainable communities' on pg. 11

## SECTION C: OTHER DETAILS

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

Yes, we have 23 subsidiaries.

These include:

1. Welspun Global Brands Limited
2. Welspun Captive Power Generation Limited
3. Welspun Zuchhi Textiles Limited
4. Anjar Integrated Textiles Park Developers Private Limited
5. Besa Developers and Infrastructure Private Limited
6. Welspun Anjar SEZ Limited
7. Welspun Flooring Limited
8. Welspun USA INC, USA
9. Welspun Holdings Private Limited, Cyprus
10. Welspun Mauritius Enterprise Limited, Mauritius
11. Novelty Home Textiles SA de CV, Mexico
12. Welspun Home Textiles UK Ltd, UK
13. CHT Holdings Limited, UK
14. Christy Home Textiles Ltd, UK
15. Welspun UK Limited, UK
16. Christy 2004 Limited, UK
17. Christy Lifestyle LLC, USA
18. Christy Welspun GmbH Germany
19. ER Kingsley (Textiles) Ltd, UK
20. Christy UK Ltd, UK
21. Welspun Nexgen Inc, USA
22. Welspun Advanced Materials Limited
23. TILT Innovations Inc., USA

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

The subsidiaries actively manage and carry out their own BR initiatives, which are in line with the policies of the Welspun Group and Welspun India Limited.

**3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [ Less than 30%, 30-60%, More than 60%]**

Currently, the suppliers/ vendors and distributors do not participate in our BR initiatives. However, we have shared our relevant policies with all our suppliers and business partners and they are expected to adhere to them.

**SECTION D: BR INFORMATION**

**1. Details of Director/ Directors responsible for BR?**

**1.1. Details of the Director/ Directors responsible for implementation of the BR policy/policies**

1. DIN Number	00007179
2. Name	Mr. Rajesh Mandawewala
3. Designation	Managing Director

**1.2. Details of the BR head**

1. DIN Number	00007179
2. Name	Mr. Rajesh Mandawewala
3. Designation	Managing Director
4. Telephone Number	02836-662079
5. Email Id	companysecretary_ WIL@welspun.com.

The National Voluntary Guidelines on Social, Environment and Economic Responsibilities of Business (NVGs), released by the Ministry of Corporate Affairs, is composed of nine principles of Business Responsibility.

**Principle 01**

Businesses should conduct and govern themselves with ethics, transparency and accountability

**Principle 02**

Businesses should provide goods and services that are safe and contribute to sustain ability throughout their life cycle

**Principle 03**

Businesses should promote the wellbeing of all employees

**Principle 04**

Businesses should respect the interests of, and be responsive towards all stakeholders

**Principle 05**

Businesses should respect and promote human rights

**Principle 06**

Businesses should respect, protect, and make efforts to restore the environment

**Principle 07**

Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

**Principle 08**

Businesses should support inclusive growth and equitable development

**Principle 09**

Businesses should engage with and provide value to their customers and consumers in a responsible manner

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

No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	Do you have policy/policies for#....	Y	Y	Y	Y	Y	Y	NA	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	NA	Y	Y
3.	Does the policy confirm to any national/ international standards? If yes, specify?	Y	Y	Y	Y	Y	Y	NA	Y	Y
4.	Has the policy being approved by the Board? If yes, has it been signed by the MD/owner/CEO/ appropriate Board member?	Y	N	N	N	N	N	NA	Y	N
5.	Does the Company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Y	Y	Y	N	N	Y	NA	Y	N
6.	Indicate the link for the policy to be viewed online?*	All policies are shared directly with respective stakeholders. Some of our policies are available at <a href="http://www.welspunindia.com/advance-textile.php#/about-us.php#We_at_Welspun">http://www.welspunindia.com/advance-textile.php#/about-us.php#We_at_Welspun</a>								
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	NA	Y	Y
8.	Does the Company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	NA	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	NA	Y	Y
10.	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	N	Y	N	N	N	Y	NA	Y	N

**Notes:** # WIL has the following policies covering the 9 principles: Criteria for making payments to non-executive directors, Modern Slavery Act Transparency Statement, Dividend Distribution Policy, Code of Conduct Insider Trading Policy, Code of Fair Disclosure, Policy on Related Party Transactions, WIL Whistleblower Policy and Vigil Mechanism, Policy on Material Subsidiary, Code of Conduct and Ethics, Familiarization Program, CSR Policy, Records and Archival Management Policy, List and threshold of dissemination of information to the stock exchanges, Environmental Management Policy (Vapi & Anjar) and Human Resources Policy.

If answer to S. No. 1 against any principle, is 'No', please explain why:

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

### 3. Governance related to Business Responsibility

- a) **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company.**

The Board of Directors meet every quarter to discuss applicable BR issues and assess the BR performance of the company.

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

This is WIL's third annual Business Responsibility Report and is available on the company website.

## SECTION E: PRINCIPLE-WISE PERFORMANCE

### Principle 1:

#### Businesses should conduct and govern themselves with ethics, transparency and accountability

1. **Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/ Contractors/NGOs / Others?**

WIL's Code of Conduct is applicable to our business partners, vendors and contractors, and we ensure that they are aware of, understand and adhere to its standards. Furthermore, we have a clause incorporated in supplier agreements which informs them of our policy of zero tolerance towards any unethical practices

Refer to chapter 'Governance' on pg. 4

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

In FY2018-19, 41 complaints were received from shareholders/ investors and 37 of these were replied/ resolved to their and 4 complaints were pending to be resolved as at March 31, 2019. Also, there was no complaint reported by any Director or employee of the company under our vigil/ whistle blower mechanism.

Complaints from external stakeholders like suppliers and contractors are raised directly to business teams and are addressed by them on a case by case basis.

### Principle 2:

#### Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

We have carried out Life-Cycle-Assessments (LCA) for our products to help us identify improvement opportunities and align product design and innovation towards reducing environmental impacts from cradle to grave. We also engage with our supply chain to promote best practices and minimize impacts right from sourcing raw materials to delivering our products to customers.

Furthermore, we have also aligned the manufacturing of certain amount of products to be as per Global Organic Textile Standard (GOTS) and our facilities in Anjar and Vapi are OEKO-TEX® Standard 100 certified and follow the REACH regulations that restrict the use of harmful substances in our manufacturing processes. Initiatives to reduce the impact of our operations are incorporated from the early stages of production.

Refer to chapter 'Working responsibly' on pg 4 and 'Caring for the environment' on pg 13.

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

Refer to chapter 'Working responsibly' on pg 4.

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

WIL has undertaken several initiatives for managing the amount of energy and water used across our operations and during producing our products.

Details of these initiatives have been provided under the chapter 'Working responsibly' on pg 4 and 'Caring for the environment' on pg 13.

3. **Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.**

Please refer to chapter 'Governance' on pg 4 and 'Caring for the environment' on pg 13.

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

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

SPUN is an initiative by WIL to change the lives of women of the Great Rann of Kutch by co-opting them into the revival of the dying arts and crafts of the region. Products are fashioned at our local village centers and are marketed with the aim of creating a global brand identity with a contemporary edge, rooted in handcrafted traditions and home-grown aesthetics. By reviving traditional arts and indigenous techniques such as block printing, kantha embroidery, mirror work and applique techniques, this project seeks to connect rural women artisans and craftsman with urban markets.

We acknowledge and promote local procurement for economic development of the region. We also work with local businesses and generate productive local employment by hiring talent from near our locations to meet requirements for services like waste handling, housekeeping, logistics and machine operations.

**5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%)**

While we have systems in place to recycle water, we are expanding our recycling capabilities. We have entered into a concession agreement with Anjar Nagar Palika (ANP) and Gandhidham-Adipur Nagar Palika (GNP) have set up a 30 MLD sewage treatment plant in order to recycle and reuse the wastewater generated in these cities. This would enable recycling and reusing of sewage water which will be used for our operations thus decreasing the intake of freshwater for our manufacturing processes. By the end of 2025, we aim to meet our total fresh water entirely by treated RO processed water from this sewage treatment plant.

Our 'Waste Water Recovery' plant at Anjar has multiple series of treatment stages that manages effluents, and thereby helps in recovery of waste water.

We also focus on intelligent recycling of waste and we adhere to the 3R and D system i.e. Reduce, Reuse, Recycle and Disposal. We reuse the waste as an alternate source of material, which can be

consumed in other operations of our business. At Anjar, we reuse coal ash, which is a waste generated from our operations. Instead of landfill disposal, bricks are now made from fly ash which are utilized in building worker colonies near our operations in Anjar.

We have installed a biogas plant at Anjar that converts bio degradable waste to energy. The kitchen waste as well as horticulture waste is sent to the biogas plant that generates energy for cooking meals in our canteen at Anjar.

Fabric waste that is left out after cutting, is reused used as packaging bags for covering products like pillow cases and bed sheets instead of plastic packaging.

Some of our other initiatives include recycling of PET bottles that are sent to Stree Mukti Sanghatana, a local women's Self-Help Group for recycling, and we have been using recycled notepads in training centres made from paper waste generated from our corporate office.

**Principle 3:**

**Businesses should promote the wellbeing of all employees**

1.	Total number of employees	20,028
2.	Total number of employees hired on temporary/ contractual/ casual basis	17
3.	Number of permanent women employees	5211
4.	Number of permanent employees with disabilities	
5.	Do you have an employee association that is recognized by management?	All employees at our facilities in Vapi are members of an employee association.
6.	Percentage of your permanent employees is members of this recognized employee association?	
7.	Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year	

No.	Category	Complaints filed during the financial year	Complaints pending as on end of the financial year
(i)	Child labour/ forced labour/ involuntary labour	0	0
(ii)	Sexual Harassment		
(iii)	Discriminatory employment	0	0

**8. Percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?**

WIL pursues the highest standards of employee engagement by imparting their workforce with requisite skills training and providing resources essential to perform their job functions, thus reinforcing an environment of excellence through learning and development.

**Key skills development initiatives in FY 2018-19:**

Category	Total man-hours of safety training in FY 2018-19
Employee	257
Contractual workforce	0

**Principle 4:**

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

**1. Has the company mapped its internal and external stakeholders? Yes/No**

Refer to chapter 'Collaborating with stakeholders' on pg 17.

**2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?**

Yes, we have identified disadvantaged, vulnerable & marginalized stakeholders which include, rural communities, individuals with disabilities and special needs, women and the youth.

Refer to chapter 'Creating healthy communities' on pg. 15 and 'Collaborating with stakeholders' on pg 17.

**3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words or so.**

- **Employing people with special needs:** We aim to further increase the disabled employee count by 5% in the next few years as per our effort to integrate them into the mainstream. In addition to providing special training for hearing and speech impaired employees, they are given a special pouch with a whistle and a notepad to enable them to communicate with other employees. All staff members are trained in sign language and sensitized toward the needs of these employees.
- **Promoting gender diversity:** A significant section of our employees at our Anjar and Vapi plants are women and it is fairly common for them to leave their jobs after getting married. To encourage them to continue working we provide married couples accommodation on priority. In addition, we have trained and employed women at our eight CSR centres at our plant. We also provide trained women with flexible "work from home" employment options. Further to that, we aim to increase the women employees at our locations to 30% in the coming few years. A special girls' hostel has been set up in Anjar and Vapi.
- **Community outreach:** Our social impact programmes are implemented through the Welspun Foundation for Health and Knowledge (WFHK), which is active wherever we have a business presence. Refer to chapter 'Creating healthy communities' on pg. 15 for details of our CSR initiatives.

**Principle 5:**

**Businesses should respect and promote human rights**

Human rights issues relevant to our operations are covered under our Code of Conduct and Ethics Policy, Prevention of Sexual Harassment (POSH) Policy, Whistle-blower Policy and Human Resource related policies and practices. These policies ensure that human rights are not violated and there is zero tolerance for human rights violations at WIL.

We are committed to respecting the rights of individuals, and treat our people with trust, respect

and dignity. With a view to promote the rights of our people and enable a decent and ethical work place, our locations are SA8000 certified.

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

Our code of conduct promotes respect for human rights and we provide a free, fair and a discrimination free environment to our employees. We encourage our employees to raise any concern they may have and we have laid down procedures for addressing such concerns. Under our whistle blower policy, a fair and a transparent mechanism has been provided to report any violation to our code of conduct.

We do not deal with any supplier/contractor if it is in violation of local laws pertaining to human rights and we do not employ any person below the age of 18. Use of forced or compulsory labour is prohibited at any of our units and we discourage the same with our suppliers and contractors.

The above policies apply to WIL and are extended to subsidiaries and business partners. Relevant policies are shared with our suppliers and contractors and they are expected to uphold human rights.

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

There were no complaints related to human rights issues like child labour, forced or involuntary labour or discriminatory employment or sexual harassment in FY2018-19.

**Principle 6:**

**Businesses should respect, protect, and make efforts to restore the environment**

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

WIL strives at all levels to conserve natural resources and energy. Optimization of consumption and well planned wastage control & recycling measures are implemented at all facilities. Going beyond just compliance with applicable Health, Safety and Environment (HSE) legislations, we strive

to ensure that all managerial decisions including selection/procurement of materials, machinery equipment, placement of personnel and setting up of projects are integrated with the broader goals of our CSR policy

Our approach to environmental management extends to our subsidiaries and covers our suppliers or contractors.

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

We are aware of the fast depleting natural resources and are making efforts to judiciously and efficiently use the available resources in our operations. In order to make our business sustainable in the long run, we are continuously putting in efforts to minimize our energy consumption and improving the green cover around our operation.

WIL has undertaken several initiatives in the areas of renewable energy, energy efficiency, emissions management and water management across locations to minimize its environmental impact.

Refer to chapter 'Protecting the planet' on pg. 13

**3. Does the company identify and assess potential environmental risks? Y/N**

Yes, Environmental risk related to climate change, energy, waste & water management has been identified & necessary steps have been taken to mitigate them.

**4. Does the company have any project related to Clean Development Mechanism? If yes, whether any environmental compliance report is filed?**

No, we do not have any Clean Development Mechanism (CDM) projects.

**5. Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.**

Yes, we have taken several initiatives across our operations in areas related to energy efficiency, emissions management and water management.

Refer to chapter 'Protecting the planet' on pg. 13

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

Yes, the emissions and waste generated were within permissible limits given by CPCB/SPCB.

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

We did not receive any show cause/legal notices from CPCB/SPCB during FY2018-19 and there are no pending as of end of FY 2018-19.

**Principle 7:**

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

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

Refer to chapter 'Collaborating with stakeholders' on pg. 17.

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

NA

**Principle 8:**

**Businesses should support inclusive growth and equitable development.**

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

Our CSR activities are carried out through Welspun Foundation for Health and Knowledge (WFHK), which is active wherever we have a business presence. WFHK works across a diverse spectrum spanning sustainable livelihood, hygiene and sanitation, health, education and gender.

Refer to chapter 'Creating healthy communities' on pg. 15.

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

Our social programmes are implemented through the Welspun Foundation for Health and Knowledge (WFHK), which is active wherever we have a business presence.

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

WFHK has engaged an external consultant to carry out impact assessments of our corporate social responsibility projects.

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

CSR expenditure in FY 2018-19 INR 1137.10 lakh.

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

All our initiatives, whether implemented directly by WFHK or in partnership with another agency, are meant to address the direct needs of the intended beneficiaries. Since the projects are linked to the needs of the communities they are meant to serve, community buy-in is ensured in this manner.

**Principle 9:**

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

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

No cases or complaints were filed or are pending as on end of FY 2018-19.

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

Yes, certain requirements on the usage of product and specifications of the product are clearly mentioned depending on the customer base to which the product caters to. Also, customers are kept informed specifically on wash care

requirements and environmental credentials (eg. OEKO-TEX® Standard 100, GOTS, Organic Content Standard) as applicable specifically for products in our environmental portfolio.

**3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year?**

No cases or complaints were filed or are pending as on end of FY 2018-19.

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

We endeavour to raise customer satisfaction levels, provide consistent product delivery experience and provide timely redressal to customer complaints and concerns. Individual departments seek feedback depending on the specific products, the feedback we obtain is used to ensure that we deliver the best to our customers.