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REF:TEIL:SE:

Date: 16<sup>th</sup> August, 2023

BSE Limited P.J. Tower, Dalal Street, Fort, MUMBAI - 400 001 Thru: BSE Listing Centre	National Stock Exchange of India Ltd., Exchange Plaza, Bandra-Kurla Complex, Bandra (E), MUMBAI - 400 051 Thru: NEAPS
<b>STOCK CODE: 532356</b>	<b>STOCK CODE: TRIVENI</b>
<b>Sub: Submission of Business Responsibility &amp; Sustainability Report for FY23</b>	

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (LODR) Regulations, 2015 as amended, please find attached herewith the Business Responsibility & Sustainability Report of the Company for the FY 2022-23 ended on 31<sup>st</sup> March, 2023, which forms an integral part of the 87<sup>th</sup> Annual Report of the Company available on the website of the Company [www.trivenigroup.com](http://www.trivenigroup.com).

You are requested to please take the above on record.

Thanking you,

Yours faithfully,

**For Triveni Engineering & Industries Ltd.,**



**GEETA BHALLA**  
Group Vice President &  
Company Secretary  
M.No.A9475

Encl: As above

# Annexure J

## Business Responsibility & Sustainability Report 2023

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L15421UP1932PLC022174
2. Name of the Listed Entity	Triveni Engineering & Industries Limited (TEIL)
3. Year of incorporation	1932
4. Registered office address	A-44, Hosiery Complex, Phase-II Extension, Noida-201 305, Uttar Pradesh
5. Corporate address	'Express Trade Towers', 8th Floor 15-16, Sector-16A Noida 201 301 (U.P.)
6. E-mail	shares@trivenigroup.com
7. Telephone	0120-4308000
8. Website	https://www.trivenigroup.com
9. Financial year for which reporting is being done	2022-23
10. Name of the Stock Exchange(s) where shares are listed	Equity shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
11. Paid-up Capital	₹ 21.89 crore
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Sanjeev Asthana Vice President – Human Resources Corporate Office sanjeev.asthana@ho.trivenigroup.com 0120-4308000
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Disclosures made in this report are on a standalone basis as it forms 99.95% of the consolidated turnover.

#### II. Products/services

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

S. No.	Description of main activity	Description of business activity	% of gross turnover of the entity (FY23)
1	Sugar	Sugar and Co-gen plants	58.82
2	Distillery	Ethanol, Extra Neutral Alcohol (ENA) and Alcoholic Beverages	29.58
3	Water Business Group	Equipment / Turnkey Projects under EPC relating to water treatment and incidental services including O&M	5.53
4	Power Transmission Business	Manufacture of high speed and niche low speed Gear Boxes, including gear internals, defence products, aftermarket services and retro-fitment solutions	3.57

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

S. No.	Product/Service	NIC Code	% of total gross turnover contributed
1	Sugar	1072	58.82*
2	Cogeneration (Power)	35106	
3	Industrial Alcohol including Ethanol, ENA and Alcoholic Beverages	1101	29.58
4	Industrial Gear Boxes / Gears	2814	3.57
5	Water & Wastewater Treatment	3600	5.53

\*includes Sugar &amp; Cogeneration

**III. Operations****16. Number of locations where plants and/or operations/offices of the entity are situated:**

Location	Number of plants	Number of offices	Total
National	15	3	18
International	-	-	-

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

Locations	Number
National (No. of States)	29
International (No. of Countries)	82

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

1.79%

**c. A brief on types of customers**

Triveni Engineering & Industries Ltd (TEIL) serves mainly diverse B2B customers along with some B2C customers as well. By offering specialised solutions and high-quality products.

**Sugar:** Wholesalers, Industrial, Private label and Branded retail

**Alcohol:** Ethanol for Oil Marketing Companies, IMIL for retail

**Power Transmission:** Industrial customers, Defence

**Water & Waste Water:** Industrial & Municipal sector

TEIL meets the unique needs of businesses and end consumers alike. TEIL's versatility and commitment to customer satisfaction drives its success in multiple market sectors.

**18. Employees****Details as at the end of Financial Year:****a. Employees and Workers (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	999	960	96.10	39	3.90
2.	Other than Permanent (E)	48	47	97.92	1	2.08
<b>3.</b>	<b>Total Employees (D + E)</b>	<b>1047</b>	<b>1007</b>	<b>96.18</b>	<b>40</b>	<b>3.82</b>
<b>WORKERS</b>						
4.	Permanent (F)	1492	1486	99.60	6	0.40
5.	Other than Permanent (G)	1837	1837	100.00	0	0.00
<b>6.</b>	<b>Total Workers (F + G)</b>	<b>3329</b>	<b>3323</b>	<b>99.82</b>	<b>6</b>	<b>0.18</b>

**b. Differently-abled Employees and Workers**

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	We are conscious of our social responsibilities and are committed to promoting diversity and inclusion in the coming times.				
2.	Other than Permanent (E)					
3.	Total differently abled employees (D + E)					
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	We are conscious of our social responsibilities and are committed to promoting diversity and inclusion in the coming times.				
5.	Other than permanent (G)					
6.	Total differently abled workers (F + G)					

**19. Participation/Inclusion/Representation of Women**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	1	16.67
Key Management Personnel	2	1	50.00

**20. Turnover rate for permanent employees and workers**

	FY 23			FY 22			FY 21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	14.4%	20%	14.6%	12.84%	14.29%	12.90%	8.31%	3.33%	8.15%
Permanent Workers	10.2%	16.7%	10.2%	9.05%	0%	9.01%	8.65%	0%	8.63%

**21. Holding, Subsidiary and Associate Companies (including joint ventures)**
**(a) 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	Triveni Turbine Limited*	Associate	21.85%	There are no significant business activities in the subsidiary companies except stated at S. Nos. 8 & 10. While there is no formal system of extending business responsibility initiatives to the subsidiaries, there is always an endeavour to comply with these initiatives.
2	Triveni Engineering Limited	Subsidiary	100%	
3	Triveni Energy Systems Limited	Subsidiary	100%	
4	Triveni Sugar Limited	Subsidiary	100%	
5	Triveni Entertainment Limited	Subsidiary	100%	
6	Triveni Industries Limited	Subsidiary	100%	
7	Svastida Projects Limited	Subsidiary	100%	
8	Mathura Wastewater Management Private Limited	Subsidiary	100%	
9	United Shippers & Dredgers Limited	Subsidiary	100%	
10	Pali ZLD Private Limited	Subsidiary	100%	
11	Gaurangi Enterprises Limited	Subsidiary	100%	
12	Triveni Foundation Limited	Subsidiary	100%	

\*Ceased to be an associate w.e.f. September 21, 2022

**22. CSR Details**

- (i) **Whether CSR is applicable as per section 135 of Companies Act, 2013:** (Yes/No) - Yes
- (ii) **Turnover (in ₹)** - 63,06,90,29,503 (gross)
- (iii) **Net worth (in ₹)** - 26,22,22,67,501

**23. Transparency and Disclosures Compliances**

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 23			FY 22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	Yes	17	0	All resolved	11	0	All resolved
Customers		96	11	In process of closure	106	11	In process of closure
Communities Investors (other than shareholders) Employees and Workers Value Chain Partners	Weblink: <a href="https://www.trivenigroup.com/corporate-governance?q=policies&amp;page=2">https://www.trivenigroup.com/corporate-governance?q=policies&amp;page=2</a>	Triveni is strongly committed to addressing the needs of our stakeholders. We engage in open and transparent dialogue, actively seeking feedback and resolving concerns. Our dedicated process ensures timely resolution of issues, fostering mutual respect. During FY 23 and the preceding fiscal year, no grievances were raised by our communities, investors, value chain partners, employees, and workers, demonstrating the effectiveness of our engagement. We will persist in prioritising communication to nurture positive relationships and drive sustainable growth.					

Furthermore, Triveni believes in continuous improvement and learning from stakeholder feedback. We view their input as valuable insights for enhancing our operations and performance. By actively listening to our stakeholders, we gain a deeper understanding of their expectations and can align our strategies accordingly. We are committed to utilising this feedback to drive positive change, innovate, and ensure that we remain responsive to the evolving needs of our stakeholders. Through ongoing engagement and a proactive approach, we aim to strengthen our relationships, build trust, and achieve shared success with our valued stakeholders.

#### 24. 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/opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
1	Climate Risk	Risk	Involvement of potential risk primarily impacting the Sugar Business, due to direct impact of climate on agricultural activities and thereby raw material procurement.	Increased focus on developing sugarcane varieties which can withstand change in weather, reduce dependence on Sugar business by promoting other businesses like, Distillery (to be operated on feedstock other than sugarcane related) and Engineering, setting GHG emission reduction targets, conducting climate related risk assessment, others.	Negative: Disruption in value chain could lead to reduced production, thereby financial losses and reduced market share.
2	Product Innovation and Technology Development	Risk and Opportunity	<p>Risk: Competitive marketplace demands quicker research and faster product launch and process deployment.</p> <p>Opportunity: Innovation and design for sustainable product and process would enable creation of products and services that are socially, environmentally and economically sustainable.</p>	Increasing and prioritising research and development efforts can drive innovation, foster product advancements, and ultimately lead to a competitive advantage in the market.	<p>Negative: High initial cost for sustainable product research and development</p> <p>Positive: Improving the quality of products and customer satisfaction can expand market reach and increase market penetration.</p>
3	Employee Well-being and Safety	Opportunity	Nurturing robust employee relations and prioritising safety cultivates a positive work environment, elevates morale, strengthens workplace safety protocols, minimises accidents, and fosters a motivated and engaged workforce. This, in turn, drives organisational efficiency and resilience.	-	Positive: It will lead to increased productivity, reduced absenteeism and turnover, enhanced employee engagement and satisfaction, lower healthcare costs, attracting and retaining top talent, and improving brand reputation



S. No.	Material issue identified	Indicate whether risk/opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
4	Community Engagement and Social Responsibility	Opportunity	Engaging with communities and undertaking social initiatives creates avenues for fostering goodwill, making a positive impact on the community, and aligning with stakeholders' expectations and vision.	-	Positive: By actively engaging in social responsibility initiatives, the organisation cultivates stronger relationships with the community, fostering a collaborative environment that enables shared growth and prosperity. Negative: Risk of compliance failure due to increased scrutiny and potential penalty risk.
5	Selling Practices & Product Labelling	Risk and Opportunity	Risk: Risks of compliance such as misleading claims, customer complaints and regulatory fines. Opportunity: Enhanced consumer satisfaction through customer education and awareness, brand differentiation etc.	Prioritise compliance and standards, alongside internal as well as external audits, to ensure legal adherence, build stakeholder trust, and minimise risks for the organisation.	Positive: Gaining customers trust and confidence leading to higher market acceptance and leverage market position to capitalise on new opportunities. Negative: Risk of compliance failure due to increased scrutiny and potential penalty risk.
6	Ethical Business Practices and Integrity	Risk and Opportunity	Risk: Upholding high standards of business ethics and integrity entails potential risks such as ethical violations, damage to reputation, and legal repercussions. Opportunity: Embracing and practicing business ethics and integrity presents opportunities for ethical leadership, fostering stakeholder trust, and fulfilling social responsibilities.	Prioritising rigorous policy adherence, effective implementation, regular internal or external review, and comprehensive audits	Positive: Expanding market acceptance to leverage new opportunities and drive growth Negative: Increased compliance scrutiny poses a risk of failure, resulting in potential penalties or fines.
7	Transparency and Reporting	Opportunity	An opportunity to cultivate trust, promote accountability, and strengthen our reputation with stakeholders and the wider public.	-	Positive: Building trust with investors and stakeholders through transparent practices enhances the organisation's public image

## 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 National Guidelines on Responsible Business Conduct (NGRBC) Principles and Core Elements.

S. No.	NGRBC Principles
P1	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive to all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and restore the environment
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	Refer: <a href="https://www.trivenigroup.com/corporate-governance.php?q=policies&amp;page=1">https://www.trivenigroup.com/corporate-governance.php?q=policies&amp;page=1</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	The policies are largely being followed. The Company is in the process of further strengthening the compliance to such policies by creating awareness and accountability.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	N	N	N	N	N	N	N	N	N
	While these are not formally extendable to the value chain partners, we actively emphasise the importance of industry best practices and standards for sustainable production and value chain activities. We encourage our value chain partners to adopt and adhere to these practices as part of their commitment to sustainability. It may be further noted that in the case of our major Sugar business, we regularly deal with sugarcane farmers to educate and counsel them on soil fertility and preservation and use of organic fertilisers								



**4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) mapped to each principle.**

Principle 1

We strive to align our practices with recognised codes, certifications, labels, and standards that promote sustainability, social responsibility, and quality. All the sugar units have FSSC 22000 certification whereas our branded sugar additionally has BRCGS and SEDEX certifications. These certifications serve as a testament to our commitment to upholding rigorous standards in our sugar production processes.

Principle 2

Principle 3

Principle 4

Principle 5

Principle 6

Principle 7

Principle 8

Principle 9

In addition to the certifications, we also prioritise adherence to internationally recognised standards and industry-specific certifications within our Power Transmission Business group and Water Business group. These certifications and standards provide comprehensive guidelines and frameworks for various aspects of our operations, encompassing environmental management, social welfare, occupational health and safety, and product quality. To ensure the highest quality management practices, we have implemented ISO 9001. ISO 14001 aligns our environmental management practices with global standards, emphasising our commitment to sustainable operations. Moreover, ISO 45001 validates our dedication to providing a safe and healthy working environment for our employees.

By aligning our operations with these certifications and standards, we strive to maintain high standards, drive continuous improvement, and contribute to a more sustainable and responsible global ecosystem. We are committed to ongoing enhancements and refinements of our processes to ensure that we consistently meet recognised benchmarks and exceed expectations in all areas of our business.

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

We firmly believe in all the NGRBC principles and have policies and mechanisms in place to achieve the objectives of these principles. For effective implementation, we need to have more training, awareness and involvement of our process owners. Further, we need to have a robust system to capture various data to understand the areas of our under-performance, if any, so that improvements could be planned in a structured manner. Lastly, we would require to integrate our value chain partners with our sustainability programme so that we along with our stakeholders contribute towards responsible business conduct. All the above would be our focus areas wherein we would try to improve our compliance and delivery.

By embracing these principles, Triveni aims to establish a solid framework for its business practices. The Company acknowledges the importance of setting specific, measurable, and time-bound targets that reflect its dedication to key aspects such as sustainability, social responsibility, innovation, customer satisfaction, and more.

**6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.**

Not applicable

## 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)

We place utmost importance on upholding the highest standards of Environmental, Social, and Governance (ESG) practices. We firmly believe that sustainable development is not just a responsibility, but a key driver for our long-term success. With this commitment in mind, we are dedicated to making positive contributions to the communities we serve, preserving the environment, and fostering ethical business practices.

To fulfil this commitment, we are committed to devise and follow a robust sustainability strategy that will serve as a guiding framework for our operations, investments, and decision-making processes. This strategy encompasses various initiatives aimed at minimising our environmental footprint, enhancing social well-being, and ensuring good governance practices throughout our organisation.

We recognise the importance of transparent reporting in tracking our progress and being accountable to our stakeholders. As such, we are dedicated to providing regular and comprehensive reports on our sustainability efforts, ensuring that our stakeholders are well-informed about our achievements, challenges, and future targets.

By adhering to this sustainability strategy and fostering a culture of responsible business practices, we strive to create a positive impact, both within our organisation and in the broader society.

**8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies** Mr. Tarun Sawhney  
Designation: Vice Chairman and Managing Director

**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,  
Mr. Tarun Sawhney  
Designation: Vice Chairman and Managing Director  
DIN No. 00382878

### 10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee									Frequency (Annually/ Half Yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	
Performance against above policies and follow-up action																		On-going
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																		On-going

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

	P1	P2	P3	P4	P5	P6	P7	P8	P9	
										While the entity has not specifically engaged an external agency for independent assessment or evaluation of its policies, it has implemented a comprehensive internal process to implement, review and assess the effectiveness of its policies. Once fully implemented, these will be subject to validation by the external agencies.



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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									Not applicable
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

**SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE**

The purpose of this section is to assist entities in showcasing their performance in integrating the Principles and Core Elements of responsible business conduct into their key processes and decision-making. The information sought is divided into two categories: “Essential” and “Leadership”. Essential indicators are expected to be disclosed by all entities required to file this report, demonstrating their compliance with the mandated requirements. On the other hand, leadership indicators can be voluntarily disclosed by entities that aim to achieve a higher level of social, environmental, and ethical responsibility, showcasing their commitment to continuous improvement in responsible business practices.

**Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

**Essential Indicators**

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	The BoDs and KMPs are periodically updated, as needed, on important topics like governance, risk decision-making, management, compliance, and industry expertise.	Our comprehensive training initiatives encompass a wide range of areas, such as health and safety protocols, skill enhancement programmes, technical expertise development, leadership training, effective communication skills, and	Ensuring the comprehensive coverage of our employees and workers in all business segments is a priority for us through our awareness programmes and workshops. During the year, our Officers’ training has accumulated a total of 4,368 man-hours, with a participation of 1,344 members.
Key Managerial Personnel			
Employees other than BoD and KMPs Workers	Internal trainings: 482 External trainings: 116	employee growth, boosting productivity, and driving overall organisational success.	Additionally, our Staff and Workers’ training has achieved 10,228 man-hours, with a participation of 4,920 members.

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):**

	Monetary and Non-Monetary			
	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case
Penalty/ Fine Settlement	During the year, there were no such cases relating to the directors/KMPs. However, in respect of the Company, there were minor instances wherein penalty was imposed for certain lapses but none of such instances is material for reporting purposes.			
Compounding fee Imprisonment Punishment	At Triveni, we recognise the importance of adhering to legal and regulatory frameworks. Our compliance-driven approach ensures that we operate within the bounds of the law and consistently meet the expectations set forth by regulatory authorities. By maintaining a clean track record, we demonstrate our commitment to responsible business practices and the highest standards of governance.			

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Not applicable	Not applicable

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.**

Triveni takes a strong stance against corruption and bribery, implementing a consistent policy across all entities. Our dedication to maintaining the highest levels of integrity and ethical conduct is at the core of everything we do. We prioritise trust, accountability, and responsibility, treating all stakeholders with the utmost respect and dignity. Each business decision we make incorporates ethical considerations, demonstrating our unwavering commitment to integrity. This commitment forms the foundation of our reputation and achievements, allowing us to cultivate lasting relationships based on trust and shared values.

We have plans to further strengthen our anti-corruption measures by regularly updating our policies, implement comprehensive training programmes, and establish monitoring mechanisms

Policy weblink: <https://www.trivenigroup.com/corporate-governance.php?q=policies&page=1>

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 23	FY 22
Directors	Through our dedication to maintaining a culture of transparency and accountability, there have not been any reported incidents of bribery or corruption in both FY 23 and FY 22 involving our Directors, Key Management Personnel (KMPs), employees, or workers. This accomplishment underscores our proactive approach in upholding the highest ethical standards throughout our organisation.	
KMPs		
Employees		
Workers		

At Triveni, we firmly believe that maintaining a culture of fairness, honesty, and professionalism is paramount to our success. We continuously reinforce these values through comprehensive training programmes, clear communication channels, and regular compliance assessments and it helps us to establish a strong framework that mitigates the risk of bribery and corruption and ensures the highest level of ethical conduct across all aspects of our operations.



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

	FY 23		FY 22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors				
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

During the specified period, no complaints were received regarding conflicts of interest involving our directors or key managerial personnel (KMPs). This accomplishment highlights our unwavering commitment to upholding the highest standards of corporate governance and ethical conduct. We have implemented a comprehensive governance framework that includes robust policies and procedures to proactively identify and address potential conflicts of interest. Our directors and KMPs adhere to strict guidelines and disclosure requirements, ensuring that any conflicts are managed appropriately and disclosed to relevant stakeholders.

**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.**

Nil

**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
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We actively emphasise the policies being followed by the Company and encourage our value chain partners to follow the same in letter and spirit. In the case of our major Sugar business, we regularly deal with sugarcane farmers to educate and counsel them on environment issues relating to soil fertility and its preservation and use of organic fertilisers/manures.

**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, Triveni has a robust set of processes in place to avoid and manage conflicts of interest involving members of the Board. We have implemented a comprehensive 'Code of Conduct for Directors and Senior Management' that serves as a guiding framework for our Board members. This code explicitly outlines the expectations, responsibilities, and ethical standards that directors and senior management must adhere to in order to prevent and address conflicts of interest effectively.

The 'Code of Conduct for Directors and Senior Management' provides clear guidelines on how to identify, disclose, and manage conflicts of interest. It emphasises the importance of acting in the best interests of the company and its stakeholders while avoiding any personal, financial, or other interests that could compromise the integrity of decision-making processes.

Triveni also maintains a robust process for reviewing and evaluating potential conflicts of interest. The Board, along with the Executive Sub Committee, conducts thorough assessments of disclosed conflicts to determine the appropriate course of action. This may include recusal from relevant discussions or decisions, seeking independent advice, or taking any other necessary measures to ensure that the interests of the company and its stakeholders are safeguarded.

Furthermore, regular training programmes and awareness initiatives are conducted to educate directors and senior management about their responsibilities and obligations regarding conflicts of interest. These initiatives help foster a strong culture of integrity, transparency, and ethical conduct throughout the organisation.

By implementing a comprehensive 'Code of Conduct for Directors and Senior Management' and maintaining a rigorous process for disclosure and management of conflicts of interest, Triveni ensures that the Board operates with the highest levels of integrity and professionalism. These processes not only help prevent conflicts from arising but also enable effective and transparent decision-making, ultimately benefiting the company, its shareholders, and other stakeholders.

**Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe**
**Essential Indicators**

- 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 23	FY 22	Details of improvements in environmental and social impacts
R&D and CapEx			<p>Power Transmission business is engaged in R&amp;D activities to evolve technologies for the development of new reliable products which encompass efficiency enhancement, reduction of oil flow and optimisation of weights. The efficiencies lead to higher power generation for the same energy input and optimum utilisation of raw material to conserve the natural resources with enhanced reliability thereby increasing the equipment availability. The business caters to several industries using renewable energy such as wind power generation, geothermal energy, hydro energy, Flue Gas Desulphurisation (FGD) projects, Waste Heat Recovery (WHR) plants, Waste to Energy (WtE) plants, biomass plants, etc. Thus, through continuous innovation and efficiency enhancement in its products and services, it contributes to sustainability across the value chain.</p> <p>In Sugar business, a lot of work is done in the field to make the soil fertile, counsel the farmers to use appropriate fertilisers and other nutrients based on the soil deficiencies and advocate the use of bio-fertilisers. Further, based on demonstration plots operated by the Company, farmers are encouraged to use best agricultural practices to improve the yields. All these activities result in higher income to farmers along with maintaining proper health of the soil.</p> <p>Further, the Company regularly commits to capital investments, especially in Sugar business, to ensure optimum and industry best usage of utilities, mainly steam and power. Further, new projects like distilleries are set up with the latest technology and are well equipped to achieve zero liquid discharge.</p> <p>The Company has associated with Confederation of Indian Industry (CII) and formed a centre of excellence "CII Triveni Water Institute" which does extensive research and advise wide ranging interventions to improve the quality of water and restore adequate water tables.</p> <p>Triveni conducts R&amp;D activities aimed at enhancing environmental and social impacts through the improvement of technologies and processes. While we are actively involved in multiple such initiatives as stated above, at present, we do not have specific measurements or percentages of R&amp;D and capital expenditure (CapEx) investments dedicated to these areas.</p>

- Does the entity have procedures in place for sustainable sourcing? (Yes/No) b. If yes, what percentage of inputs were sourced sustainably?**

The Company procures sugarcane from farmers in the Sugar business and procures grains to produce ethanol in the Distillery segment – these constitute around 80% of the total material consumption of the Company.

In respect of other procurements relating to machinery spares, stores, packaging material etc., the vendors are selected based upon quality, reliability and commercial terms. However, wherever information is available, due consideration is also given in respect of their compliance to laws, efficient manufacturing and low rejection rate, ethical conduct and concern about the environment. We have plans to make these processes more formalised in future in a progressive manner.

- 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 (d) other waste.**

Not applicable due to the nature of the business and its products. Most of our engineering businesses are conducted on B2B mode, products like sugar are food products for consumption and ethanol is blended with petrol. Hence, there is no scope of reusing and recycling the products at the end of their life cycles. In the normal course of engineering business, we provide a comprehensive manual to our customers for safe operation and disposal of our products, if it involves any specialised processes. We actively collaborate with the authorised recyclers and strictly adhere to relevant regulations to ensure the safe recycling, proper disposal, and responsible management of waste.



**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.**

Extended Producer Responsibility (EPR) is applicable to alcoholic beverages plant that falls under the distillery business at the Muzaffarnagar Distillery Complex (MZN unit). The sugar business is also subject to EPR for managing plastic waste, but no explicit instructions have been received from the pollution control board regarding an EPR plan. However, the entity is actively taking steps to comply with EPR principles and align the waste collection plan accordingly.

**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?**

At present, no Life Cycle Assessment has been conducted for our products. However, most of the products manufactured by us are environment-friendly – Ethanol is a biofuel; in sugar business, power is produced from renewable energy sources - bagasse, a by-product in the manufacture of sugar, and; Waste water treatment helps to conserve fast depleting water resources, reduce pollution and make available water for recycle or reuse. Further, sugar is produced from sugarcane which is procured from farmers.

We maintain a strong commitment to environmental sustainability and social responsibility. Our operations and activities strictly adhere to national and regional regulations to minimise our environmental and social impact. We continuously monitor and assess our processes to ensure that we uphold high standards of environmental stewardship and strive for sustainable practices throughout our business operations.

**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.**

Not applicable. Due to the nature of our products as explained in (1) above, there are no significant environment or social concerns or risks arising from the production or disposal of our products.

**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 23	FY 22

There is an effective system of using by-products in the manufacture of sugar. Bagasse is used in the generation of steam, which is required in the manufacturing process in Sugar and in Distillery, and production of power, which after meeting the plant requirements, is exported to the grid. Molasses is used in the Distillery business for production of ethanol. Press mud which is the residue left after cane processing is rich in convertible substrates in the form of solids and is given to the farmers as organic manure to enrich soil nutrients. Fly ash is derived from bagasse during steam & power generation process, which is sold in open market for soil enrichment as well as for the land fill purposes.

Further, in the Distillery business, the waste generated during the production process is concentrated in a Multi-Effect Evaporator (MEE) and subsequently used as fuel in the specially designed incineration boilers along with bagasse as a support fuel. The ash resulting from this process, which consists of a mixture of slop and bagasse, is utilised for the production of granulation fertiliser.

Apart from the above, there is not much application of recycled or reused input material used in the production.



**2. Details of retirement benefits:**

Benefits	FY 23			FY 22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
ESI*	NA	100	Y	NA	100	Y

\* Subject to applicable regulations and requirements

**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, our premises / offices are accessible to differently abled employees and workers, wherever there is a requirement for use. We regularly review the requirements and are committed to providing easy access while ensuring compliance at each step.

**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, the entity has implemented an equal opportunity policy that upholds the principles of fairness, non-discrimination, and inclusivity. We firmly believe in providing equal opportunities to all individuals, irrespective of their background, including but not limited to gender, race, religion, disability, or any other protected characteristic. Our equal opportunity policy is designed to ensure that every person associated with our entity, whether as an employee, job applicant, or stakeholder, is treated with respect and provided with fair and unbiased treatment throughout all aspects of their engagement with us.

We are committed to creating a work environment where diversity is valued and everyone has an equal chance to thrive and contribute. Our policy is aimed at fostering an inclusive culture that celebrates differences and embraces the unique perspectives and talents that each individual brings. We encourage all individuals to familiarise themselves with our equal opportunity policy and join us in creating a workplace that promotes fairness, inclusivity, and equal access to opportunities for all.

Weblink: <https://www.trivenigroup.com/corporate-governance.php?q=policies&page=1>

**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
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

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

	(If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, both Whistle Blower Policy and Equal Opportunity Policy provide a mechanism to the employees to report their grievance and seek redressal from the reporting authorities stated in these policies. Additionally, Works Committees are established in all units. These committees play a crucial role in addressing and resolving issues raised by employees and workers. Overall, the available mechanism ensures that grievances are heard and appropriate actions are taken to address them.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 23			FY 22		
	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	999	0	0	899	0	0
- Male	960	0	0	857	0	0
- Female	39	0	0	42	0	0
Total Permanent Workers	1492	652	43.70	1454	669	46.01
- Male	1486	648	43.61	1448	665	45.93
- Female	6	4	66.67	6	4	66.67

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

Category	FY 23					FY 22				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	884	661	74.77	678	76.70	780	523	67.05	458	58.72
Female	19	12	63.16	9	47.37	19	8	42.11	11	57.89
Total	903	673	74.53	687	76.08	799	531	66.46	469	58.70
<b>Workers</b>										
Male	3310	1463	44.20	1580	47.73	3227	1197	37.09	1122	34.77
Female	2	2	100.00	0	0.00	2	1	50.00	1	50.00
Total	3312	1465	44.23	1580	47.71	3229	1198	37.10	1123	34.78

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

Category	FY 23			FY 22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)

**Employees**

Male  
Female  
Total

The organisation has a well-defined Performance Management System (PMS) in place to assess the performance of all employees, including workmen and staff. The PMS utilises a 5-point Likert scale for evaluation and incorporates career and succession planning, identification of training and development needs, and performance improvement mechanisms. This comprehensive approach ensures that employees have clear performance expectations, opportunities for growth, and support for their professional development within the organisation.

The Performance Management System (PMS) enables the organisation to establish a structured framework for performance and career development reviews. By utilising the 5-point Likert scale, the organisation can objectively assess individual performance across various criteria. This assessment process not only provides valuable feedback to employees but also informs career and succession planning initiatives. Furthermore, by identifying training and development needs, the organisation can design targeted programmes to enhance employee skills and competencies. Through these performance improvement mechanisms, the organisation strives to cultivate a high-performance culture, foster employee engagement, and facilitate long-term career growth and success.



Category	FY 23			FY 22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Workers</b>						
Male						
Female						
Total						

The performance and career development reviews for workers are governed by the wage board notification, in accordance with the Tripartite Settlement. The specific details and procedures for these reviews are determined based on the guidelines provided in the wage board notification. The objective of these reviews is to assess the performance of workers and provide opportunities for their career growth and development within the framework established by the Tripartite Settlement. The organisation ensures compliance with the regulations set forth in the wage board notification to facilitate fair and transparent performance evaluations and enable workers to progress in their careers effectively.

**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, what is the coverage of such a system?**

In regard to the implementation of an occupational health and safety management system, the entity has taken significant steps across its various business segments. In the Power Transmission Business Segment, an occupational health and safety management system has been implemented, specifically adhering to the ISO 14001:2015 and ISO 45001:2018 standards.

The Sugar Business provides medical coverage and expenses for employees in the event of an accident, across all its units. Additionally, safety equipment and standard operating procedures are in place at all units, ensuring that employees and workers adhere to safety practices.

Within the Distillery Business, Muzaffarnagar distillery complex (MZN unit) has implemented a comprehensive Health and Safety System. This system includes policies for safety, health, and environmental aspects, as well as fire-fighting standards, personal protective equipment (PPE) policies, safety monitoring, and maintenance of fire safety systems. Similarly, the distillery located at Sabitgarh sugar unit (SBT unit) has implemented a health and safety management system covering areas such as environment, health, safety, fire, and PPE policies. In the distillery located at Milak Narayanpur sugar unit (MNP unit), the safety system includes various components, such as different types of work permits, safety audits by a third party, equipment inspections and certifications, incident/accident investigation and reporting, identification of daily unsafe acts and conditions, safety committee meetings, trainings on various safety topics, safety induction for employees, fire drills, and the celebration of safety and environmental awareness events.

The Water Business Segment has an occupational health and safety management system implemented according to the ISO 14001:2015 and ISO 45001:2018 standard. These efforts across the different business segments demonstrate the entity's commitment to ensuring the health and safety of its employees and stakeholders, as well as complying with relevant standards and regulations.

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

TEIL conducts regular worksite inspections and audits and maintains risk assessment and hazard identification register. All the unsafe acts and conditions are reported and recorded. We periodically assess the types of equipment, work practices, and any potential hazards that could be harmful to workers. Necessary actions & steps are taken to ensure the safety of the workforce and nearby environment.

Within the Water Business, regular worksite inspections and audits are conducted to identify potential hazards. A Risk Assessment and Hazard Identification register is maintained, and near misses, unsafe acts, and conditions are reported and recorded. The entity assesses the types of equipment, work practices, and any potential hazards that could pose risks to workers, taking necessary actions and steps to ensure the safety of the workforce and the surrounding environment.

In the Sugar Business, a robust system is in place to ensure the identification of work-related hazards and the assessment of risks on a regular basis. This is achieved through the implementation of periodical Environmental, Health, and Safety (EHS) visits conducted by the safety committees of the Units. These visits involve comprehensive inspections and observations of the work environment, equipment, and processes within the sugar production units listing out key findings, discussions with the Unit Head and HODs for resolution and implementation of safety related suggestions / observations. All Units maintain well equipped first aid medical facilities, ambulance and also include a qualified and experienced doctor.

The Distillery Business, specifically the MZN unit, utilises a Safety Work Permit System and conducts safety audits through third-party assessments. Incident investigation points are identified through safety committee meetings, and existing information about workplace hazards is collected through inspections. For the SBT unit, both internal and external Quantitative Risk Assessments (QRAs) have been conducted, along with fire risk assessments conducted by Marsh India. In the MNP unit, regular plant rounds are carried out to identify and record unsafe acts and conditions. Internal safety audits, external safety audits, safety committee meetings, and discussions with workers regarding safety issues in the workplace are also conducted.

In the Power Transmission Business, hazards are identified and risks are analyzed based on condition-based assessments, past experiences, and statutory requirements. A log-book is maintained to document hazard identification and risk analysis. These processes and practices ensure a systematic approach to identify and assess work-related hazards and risks, enabling the entity to take appropriate measures to safeguard the well-being of employees and maintain a safe working environment.

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.**

Yes, a Safety / Works Committee is in place and all safety concerns are raised through functional supervisor to such committee for quick redressal.

**d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services?**

Yes. First aid facility and trained First aiders are available at all sites as well as offices.

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

Safety Incident/Number	Category	FY 23	FY 22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	33	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

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

The entity has implemented several measures to ensure a safe and healthy workplace. These measures include:

- Safety Training: Employees receive regular safety training sessions to enhance their awareness and knowledge of workplace hazards, safe practices, and emergency procedures.
- Mock Drill Rehearsal: Mock drills are conducted periodically to simulate emergency situations and test the preparedness of employees. This helps in identifying any gaps in emergency response and improving the overall safety preparedness.
- Shop Floor Training: Specific safety training is provided to employees working on the shop floor, addressing the unique risks and hazards associated with their tasks. This ensures that they have the necessary skills and knowledge to perform their jobs safely.



- **Safety Committee Meetings:** Regular safety committee meetings are held to discuss safety issues, review incident reports, and identify corrective actions. This promotes a proactive approach to safety and allows for collaborative decision-making to address safety concerns.
- **Safety Audits:** Safety audits are conducted to assess compliance with safety regulations, identify potential hazards, and verify the effectiveness of safety measures in place. These audits help in identifying areas for improvement and ensuring continuous monitoring of safety standards.
- **Safety Work Permit:** A safety work permit system is implemented to ensure that proper safety protocols are followed for high-risk tasks. This includes obtaining permits and conducting safety checks before starting work, mitigating potential risks.
- **Identification of Safety Observations:** Safety observations, both Unsafe Acts (UA) and Unsafe Conditions (UC), are actively identified and reported. This encourages a culture of reporting and addressing potential safety hazards promptly.
- **Daily & Monthly MIS Report:** Regular reporting of safety-related data is done through daily and monthly management information system (MIS) reports. This helps in tracking safety performance, analyzing trends, and taking proactive measures to address any emerging safety issues.

Furthermore, the management demonstrates strong leadership and commitment to EHS by setting clear roles, responsibilities, targets, objectives, and goals. Training needs and required behaviours are clearly defined, communicated, and incorporated into the organisational structure. To support these efforts, a systematic risk management process is in place to identify, assess, and control hazards in projects and units. Additionally, internal EHS audits are conducted to evaluate the effectiveness of the EHS management system and ensure compliance with established procedures and norms. In addition, the power transmission segment has implemented internal standards like the ISO 45001:2018 system, which is an internationally recognised occupational health and safety management system

### 13. Number of complaints on the following made by employees and workers

	FY 23			FY 22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	Nil	Nil	NA	Nil	Nil	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*	100
Working conditions*	100

\* Applicable to our manufacturing plants only

### 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.

The organisation is committed to ensuring a safe and healthy working environment across its business segments. Continuous efforts are made to identify and address safety-related incidents, as well as to mitigate significant risks and concerns arising from assessments of health and safety practices and working conditions. Corrective actions have been taken or are underway to rectify any observed safety issues and improve safety measures. Regular audits and assessments are conducted to monitor compliance, identify areas for improvement, and promote a proactive approach towards occupational health and safety.

In the MZN unit, corrective actions were taken to address safety observations raised by MI Safety Audit and TPI Audit. Best practices were implemented at the premises.

In the SBT unit, Root Cause Analysis (RCA) and Corrective and Preventive Actions (CAPA) were carried out to address any identified safety concerns. In the MNP unit, plans are underway to conduct a Safety Audit by external firms to evaluate the safety system.

In Power Transmission Business, old hoist units were replaced with new ones, and fume extractors were provided for the machines to enhance safety measures.

### Leadership Indicators

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

The entity places a strong emphasis on providing financial protection and support to the families of employees and workers in the unfortunate event of their death. As part of this commitment, life insurance coverage and compensatory packages are extended across all the business segments. This ensures that the families of employees and workers are provided with the necessary financial assistance during such challenging times.

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

The entity has implemented measures to ensure that statutory dues are deducted and deposited by value chain partners. Further we track the GST charged by value chain partners to ensure the deposition with the government. It not only ensures GST related compliances but also allows us to take input credit without any violations.

For services provided by vendors and contractors, additional checks are carried out to ensure compliance with statutory requirements. The entity verifies the amounts deducted for Provident Fund (PF), Employee State Insurance (ESI), and GST for each vendor or contractor. This ensures that the necessary deductions have been made and will be remitted to the respective authorities as required by law.

By implementing these measures, the entity aims to fulfil its legal obligations and uphold compliance standards regarding statutory dues. These checks and verifications play a vital role in ensuring that value chain partners adhere to relevant regulations, fostering transparency and accountability in financial transactions. It is important to note that the entity maintains a diligent approach to statutory compliance, promoting a trustworthy and compliant value chain ecosystem.

**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:**

Nil, there were no high consequence work-related injury / ill-health / fatalities during the year as well as in the previous year.

**4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No)**

Yes, the entity provides transition assistance programmes to support employees in managing career endings resulting from retirement or termination of employment. Specifically, counselling sessions are arranged for retiring employees and their spouses to help them plan for their upcoming life after retirement. These sessions aim to provide guidance, support, and resources for individuals to navigate the transition effectively and explore new opportunities for continued employability or personal fulfilment. The entity acknowledges the importance of facilitating a smooth career transition for its employees and takes proactive steps to assist them during this phase of their professional journey. In certain cases, extension of employment post retirement is also provided.

**5. Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions	During the current financial year (FY 2022-23), no assessment audits were conducted on the parameters mentioned. However, we acknowledge the importance of evaluating value chain partners and their compliance with the various criteria. We maintain regular and ongoing interactions, especially with our farmers, to review and ensure adherence to the best working conditions and safety practices as regards delivery of sugarcane to the factory or to the out centres. These interactions provide us with valuable insights and allow us to address any concerns or improvements needed in real-time. By maintaining continuous engagement with our farmers, we foster a strong partnership based on mutual trust and respect. We encourage them to voice their concerns and suggestions, as their feedback is crucial in our ongoing efforts to improve working conditions and safety standards.
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.**

During the reporting period, no assessments were carried out to evaluate the health and safety practices and working conditions of value chain partners.

**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.**

At Triveni, we place great importance on identifying and engaging with our key stakeholder groups. We employ a systematic approach to identify and prioritise our key stakeholders based on their level of influence over the company and the potential impact caused by our business actions.

Our process begins by conducting a comprehensive internal stakeholder analysis, which involves examining the various stakeholders associated with our organisation and their relationships to our operations. This analysis helps us understand the expectations, concerns, and interests of each stakeholder group. We also take into consideration the potential implications of our decisions and actions on different stakeholders. This includes evaluating the social, environmental, and economic impact of our activities, as well as considering any potential risks or opportunities that may arise for our stakeholders.

To formalise and strengthen our engagement with stakeholders, we have developed a detailed 'Stakeholder Engagement' policy. This policy outlines the guidelines and procedures for actively involving stakeholders in our decision-making processes and fostering meaningful dialogue and collaboration. Through this policy, we establish clear channels of communication, feedback mechanisms, and platforms for engagement with our key stakeholders. We aim to build constructive relationships based on transparency, trust, and mutual respect. By continuously engaging with our key stakeholder groups and incorporating their feedback into our decision-making processes, we strive to enhance our performance, build trust, and create shared value for all our stakeholders.

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 and scope of engagement including key topics and concerns raised during such engagement
Investor/ Shareholder	-	Annual General Meeting, shareholder meetings, annual report, quarterly results, media releases, company website, email, Stock Exchange (SE) announcements, face-to-face meetings / conference calls, investor conferences	Ongoing	Share price discussion, dividends, risks and threats, competitiveness and financial stability, growth perspective
Government	-	Meetings with local / state / national government and ministries through industry associations, conferences, press releases	Ongoing	Policy advocacy, business disclosures
Supplier/ vendor/ third party manufacturer	-	Discussions, email, events, communication and partnership meetings	Ongoing	Performance & sustainability, brand building, dialogue for transparency
Media	-	Press briefs, mails, meetings	Ongoing	
Employees/ trainees/ workers	-	Internal portal, email, survey tools, town-hall, meetings	Ongoing	Learning, career advancement, well-being programmes, employee appreciation, work-life balance
NGO	Yes	Meetings, engagement through CSR implementation arm	Ongoing	Community development aspect discussion, awareness, training, Health check-ups, installation of solar lights, various basic infrastructure related activities
Farmers	Yes	Message, meetings, advertisements, notice boards	Ongoing	Training, Soil testing, feedback, procurement, others

### 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.

At Triveni, we recognise the importance of stakeholder consultation and engagement to ensure effective communication and collaboration with our stakeholders. The process of consultation is typically carried out within our business segments, with our business heads or departmental leaders taking the lead based on the specific requirements of the consultation.

To facilitate meaningful dialogue and information exchange, we have established a strategic engagement procedure. This procedure outlines the steps and mechanisms through which we gather information, seek feedback, and address concerns from our stakeholders. By actively engaging with our stakeholders, we aim to foster a sense of inclusivity and ensure that their perspectives are considered when making decisions.

The information, feedback, concerns, and issues identified during the consultation process are then escalated to the relevant authorities within our organisation. These authorities are responsible for reviewing and addressing the identified issues, ensuring that appropriate actions are taken to address the concerns raised by our stakeholders.



By implementing this consultation and engagement process, we strive to maintain transparent and constructive relationships with our stakeholders. This allows us to understand their expectations, align our actions with their needs, and build a foundation of trust and mutual respect. We are committed to continuously improving our stakeholder engagement efforts and using the feedback received to drive positive change within our organisation.

**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, stakeholder consultation plays a crucial role in supporting the identification and management of environmental and social topics. We believe in a proactive approach to address these issues and actively seek input from our stakeholders to inform our policies and activities.

During various events, conferences, and engagement sessions, we provide opportunities for stakeholders to voice their concerns, provide feedback, and share their perspectives on environmental and social topics. The inputs received from these interactions are carefully documented and reported to the management team. The management team then reviews and analyses the stakeholder inputs, considering their relevance, feasibility, and alignment with our organisational values and objectives. If the inputs are deemed valuable and aligned with our sustainability goals, they are further discussed and presented to the board of directors. The board plays a crucial role in decision-making and policy formulation. They consider the stakeholder inputs alongside other relevant factors, such as regulatory requirements, industry best practices, and internal expertise. If the inputs are found to be consistent with our strategic direction and in the best interest of our stakeholders, they are incorporated into our policies and activities.

The incorporation of stakeholder inputs into our policies and activities demonstrates our commitment to stakeholder engagement and ensuring that our decisions and actions reflect their concerns and expectations. We recognise the value of diverse perspectives and the importance of addressing environmental and social topics in a responsible and sustainable manner. By incorporating stakeholder inputs into our policies and activities, we strive to enhance our environmental and social performance, align our operations with stakeholder expectations, and contribute to the long-term well-being of our stakeholders and the communities in which we operate.

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

The Company is regularly engaged with the farmers to advise them on best agricultural practices to produce disease free healthy crop along with maximum yield while maintaining the quality of soil. It helps the farmers to enhance their income. Further we make timely payment of the cane price as decided by the State Government. It all adds to the well-being of the farmer community in our command area. Similarly, we ensure timely payment to all our vendors, particularly MSMEs. Further, our CSR programme is directed towards weaker section of the community and we carry it either directly or through expert agencies for better and effective deliveries.

The company is deeply committed to an integrated development approach that places significant importance on fostering regular engagement with communities belonging to vulnerable and marginalised sections of society. We recognise the need to create an inclusive atmosphere where the concerns and challenges faced by these communities are given due attention.

To fulfil this commitment, we actively seek opportunities to engage with these communities, building meaningful relationships and establishing channels of communication. Through open dialogues, we strive to understand their unique needs, aspirations, and the obstacles they face. This engagement serves as a foundation for our initiatives, which are specifically designed to bring about positive change and improve the lives of individuals within these communities.

**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 23			FY 22		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)

**Employees and workers**

Permanent

The Company firmly believes in the following principles of human rights:

Other than permanent

- All human beings are equal in dignity and rights.

Total employees

- They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.

- Everyone is entitled to all the rights and freedoms, without distinction of any kind, such as race, colour, sex, language, religion, national or social origin, property, birth or other status.

While we do not have a formal policy, employees and workers undergo regular sensitisation on various human rights policies with a view to promote awareness and understanding of fundamental human rights principles. Each workplace also has the approved standing orders in place which covers the entire gamut and also mentions healthy work practices as prescribed under the Model Code of Conduct Act.

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

Category	FY 23					FY 22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Permanent	999	-	-	999	100	899	-	-	899	100
Male	960	-	-	960	100	857	-	-	857	100
Female	39	-	-	39	100	42	-	-	42	100
Other than Permanent	48	-	-	48	100	37	-	-	37	100
Male	47	-	-	47	100	36	-	-	36	100
Female	1	-	-	1	100	1	-	-	1	100
<b>Workers</b>										
Permanent	1492	-	-	1492	100	1454	-	-	1454	100
Male	1486	-	-	1486	100	1448	-	-	1448	100
Female	6	-	-	6	100	6	-	-	6	100
Other than Permanent	1837	-	-	1837	100	1790	-	-	1790	100
Male	1837	-	-	1837	100	1790	-	-	1790	100
Female	-	-	-	-	-	-	-	-	-	-

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

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BoD)*	1	₹ 871.76 lakh	-	-
Key Managerial Personnel (KMP)	1	₹ 268.76 lakh	1	₹ 113.63 lakh
Employees other than BoD and KMP	1006	₹ 12.70 lakh	39	₹ 11.51 lakh
Permanent Workers	1486	₹ 4.65 lakh	6	₹ 4.73 lakh

\* Includes only Vice-chairman and Managing Director, who is also a KMP. Other directors, not drawing any remuneration or entitled for only sitting fee and commission, are not considered here.

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

Yes, the entity has a designated focal point consisting of the Corporate Vice President of Human Resources (VP-HR) and Unit HR Heads who are responsible for addressing human rights impacts or issues caused or contributed to by the business. This focal point plays a crucial role in ensuring the integration of human rights considerations into the entity's policies, practices, and decision-making processes. They work collaboratively to establish a framework that promotes and upholds human rights within the organisation.

The VP-HR and Unit HR Heads take on several responsibilities to address human rights impacts. They develop and implement human rights policies and guidelines, ensuring that employees and stakeholders are aware of their rights and responsibilities. They also oversee the establishment of monitoring mechanisms to identify and address potential human rights risks or violations, conducting regular assessments and audits. Additionally, they engage with relevant internal and external stakeholders to stay informed about emerging human rights trends and best practices, enabling the entity to proactively respond to evolving challenges.

By having a dedicated focal point, the entity demonstrates its commitment to respecting human rights and create a workplace environment that values and protects the rights of its employees, stakeholders, and the communities it operates in. The collective expertise and efforts of the VP-HR and Unit HR Heads contribute to embedding a culture of human rights throughout the organisation and ensuring the entity's operations are aligned with ethical standards and international human rights principles.

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

The entity has implemented several internal mechanisms to effectively address grievances related to human rights issues. These mechanisms are designed to ensure a fair and respectful work environment for all employees. Firstly, the entity follows an Open-Door policy, which encourages employees to approach their immediate supervisors, managers, or higher authorities to express their concerns or grievances. This policy promotes open communication and provides a platform for employees to seek resolution for any human rights-related issues they may encounter. In addition to the Open-Door policy, the entity has implemented transparent processes for grievance redressal. These processes outline clear steps for reporting and investigating complaints related to human rights violations. They ensure that all complaints are taken seriously, thoroughly investigated, and appropriate actions are taken to address the issues at hand.

Furthermore, the entity has well-defined policies in place to specifically address various human rights issues. These policies include guidelines on Sexual Harassment, Whistleblower Protection, Employment of Relatives, and Business Dealings of Relatives with the Company and Equal opportunity for employees. These policies provide employees with a framework to report incidents and seek resolution in a confidential and protected manner. By implementing these internal mechanisms, the entity demonstrates its commitment to maintaining a safe, inclusive, and rights-respecting workplace. These mechanisms not only provide avenues for individuals to voice their concerns but also ensure that appropriate actions are taken to address human rights grievances and prevent future occurrences.

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

	FY 23			FY 22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment Discrimination at Workplace Child Labour Forced Labour/ Involuntary Labour Wages			The entity is pleased to report that there have been no complaints made by employees and workers regarding the following issues: discrimination at the workplace, sexual harassment, child labour, forced labour/involuntary labour, wages or any other human rights related issues. This reflects the entity's commitment to maintaining a work environment that upholds human rights, respects diversity, and ensures fair and ethical practices.  To prevent and address these concerns, the entity has implemented robust policies and procedures. These policies explicitly prohibit discrimination, sexual harassment, child labour, and forced labour, while also ensuring that employees and workers receive fair wages. The entity regularly communicates and reinforces these policies through awareness programmes and training initiatives to foster a culture of respect, inclusivity, and compliance with human rights standards.  The absence of complaints demonstrates that the entity's efforts in promoting a safe and rights-respecting workplace are effective. It is a testament to the entity's commitment to upholding human rights principles, fostering a positive work environment, and providing employees and workers with the necessary support and resources to address any concerns that may arise.			

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

The entity has established comprehensive mechanisms to prevent adverse consequences for complainants in cases of discrimination and harassment. Specifically, the entity has implemented policies on Sexual Harassment and Whistleblower Protection, which outlines clear procedures to safeguard the confidentiality and well-being of the complainant while ensuring appropriate actions are taken against the guilty party. These policies provide a framework for reporting incidents, conducting impartial investigations, and taking disciplinary measures as necessary.

To further support the prevention of adverse consequences, each manufacturing unit of the entity has a dedicated "Works Committee" in compliance with the relevant laws and regulations. These committees serve as an additional channel for addressing grievances related to discrimination and harassment. They provide a platform for employees and workers to voice their concerns, seek resolution, and contribute to a safe and inclusive work environment.

By incorporating these mechanisms, the entity demonstrates its commitment to creating a workplace culture that upholds the rights and dignity of all individuals. These measures not only protect the complainants but also act as a deterrent against discrimination and harassment, promoting a respectful and inclusive work environment for all employees and workers.

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

While these presently do not form part of the agreements and contracts, we regularly sensitise the counter party to give due consideration to human rights measures upheld by the Company and encourage them to follow the same. It is important to inform our partners about our sustainability values and belief and provide motivation to them to follow. Accordingly, based on the progress achieved, these will be incorporated in the agreements.



**9. Assessments of the year**

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Child labour	During the year, our entity (plants only) underwent various assessments pertaining to child labour, forced/involuntary labour, sexual harassment, discrimination at the workplace, and wages. Two of our sugar units are certified under the Coca Cola supplier Guiding Principles. These certifications involve rigorous audits conducted by their nominated auditors, focussing on HR processes and related compliance measures.
Forced/involuntary labour	
Sexual harassment	In addition to the specific certifications, our entity also undergoes regular audits to ensure compliance with ISO and FSSAI standards across all units. These audits encompass a wide range of areas, including human rights considerations. Furthermore, statutory inspections conducted by appropriate authorities are also part of our routine assessments.
Discrimination at workplace	These comprehensive assessments serve as important tools to evaluate our entity's adherence to human rights standards and ensure compliance with relevant regulations. They provide insights into areas such as child labour prevention, forced labour elimination, prevention of sexual harassment, promotion of non-discrimination, and fair wage practices. By undergoing these assessments, we demonstrate our commitment to maintaining high ethical standards and creating a safe and inclusive work environment for our employees and workers.
Wages	

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

The entity ensures that all significant risks and concerns identified through assessments are promptly addressed with appropriate corrective actions. Following a thorough investigation into the identified issues, the entity implements targeted measures to mitigate the risks and address the concerns.

Corrective actions may include revising policies and procedures, enhancing training programmes, strengthening monitoring and auditing mechanisms, and establishing robust internal controls. The entity prioritises collaboration with relevant stakeholders, both internal and external, to ensure that the corrective actions are comprehensive, effective, and sustainable.

Furthermore, the entity maintains a proactive approach to continuous improvement, regularly reviewing and updating its practices to prevent the recurrence of identified risks and concerns. By diligently following proper investigation processes and implementing necessary measures, the entity is committed to addressing any significant risks or concerns and fostering a culture of compliance, transparency, and accountability.

**Leadership Indicators**

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

In response to addressing human rights grievances and complaints, our entity has implemented modifications and introduced new processes to further strengthen our commitment to human rights. Specifically, our policies on Sexual Harassment, Whistleblower Protection and Equal Opportunity Policy have been enhanced/introduced to ensure the confidentiality of complainants while ensuring swift and decisive actions against those found guilty.

To facilitate the resolution of human rights concerns, each of our manufacturing units has established a Works Committee in compliance with the relevant acts. These committees serve as dedicated forums for addressing grievances and ensuring adherence to human rights standards.

By modifying and introducing these processes, our entity aims to create a safer and more inclusive work environment, where the rights and well-being of all individuals are protected. These measures reinforce our commitment to upholding human rights, fostering a culture of respect, and continuously improving our practices to address any grievances that may arise.

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

In line with our core values of human respect and dignity, our entity conducts comprehensive human rights due diligence across various aspects of our operations. Our commitment extends to interactions with both internal and external stakeholders, ensuring that human rights considerations are central to our business practices.

We maintain compliance with all statutory requirements pertaining to our employees, encompassing areas such as labour laws, workplace safety, non-discrimination, and fair employment practices. This includes adhering to relevant regulations, standards, and codes of conduct that safeguard human rights in the workplace.

Furthermore, our due diligence efforts encompass ongoing monitoring and assessment of our supply chain to identify and address any potential human rights risks or impacts. We collaborate with our suppliers and partners to promote responsible practices and uphold human rights throughout our value chain.

By conducting comprehensive human rights due diligence, our entity strives to create an environment that respects and upholds the rights of individuals involved in our operations. We remain committed to continuous improvement, working towards mitigating risks, and ensuring that our business practices align with the highest human rights standards.

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

Yes, our premises / offices are accessible to differently abled employees and workers, wherever there is a requirement for use. We regularly review the requirements and are committed to provide easy access.

Moreover, we recognise the importance of assistive technologies, and our premises are equipped with appropriate accommodations to support individuals with different types of disabilities. Our dedicated staff members receive regular training to provide assistance and support to differently abled visitors, ensuring their comfort and convenience throughout their visit. By adhering to the requirements of the Rights of Persons with Disabilities Act, we are committed to promoting inclusivity and providing an accessible environment that respects the rights and dignity of all individuals.

## 4. Details on assessment of value chain partners:

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual harassment	As of FY 2021-22, no specific audits or assessments were conducted for value chain partners. The company recognises the significance of maintaining dignity and respect for all human beings without curtailing their freedom or rights or discriminating them on the basis of their origin, caste or ethnicity. Regular reviews and evaluations will be implemented to ensure the well-being of all value chain partners and promote a culture of safety and responsibility
Discrimination at workplace	
Child labour	
Forced/involuntary labour	
Wages	

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

During the reporting period, no specific assessments were conducted on value chain partners. However, the company acknowledges the importance of assessing and addressing potential risks and concerns related to value chain partners. To ensure a proactive approach towards risk management and continuous improvement, the company is committed to considering future assessments of value chain partners. These assessments will enable a comprehensive evaluation of their performance, adherence to standards, and identification of any potential risks or concerns.

**Principle 6: Businesses should respect and make efforts to protect and restore the environment****Essential Indicators****1. Details of total energy consumption (in Giga Joules (GJ)) and energy intensity, in the following format:**

Parameter	FY 23	FY 22
Total electricity consumption (A) from grid	8099.10	6668.10
Total fuel consumption (B) - Bagasse, HSD and Slope	19302083.39	15783637.09
Energy consumption through other sources (C) - Wind energy from grid	13788	12222.36
Total energy consumption (A+B+C)	19323970.49	15802527.55
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	0.000306	0.000338

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.

No

**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.**

Not applicable for FY 23.

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

Parameter	FY 23	FY 22
Water withdrawal by source (in kilo litres)		
(i) Surface water	-	-
(ii) Groundwater	1807179	1452221.73
(iii) Third party water (Municipal water supplies)	9571.44	7475.51
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1816710.44	1459697.24
Total volume of water consumption (in kilolitres)	1816710.44	1459697.24
Water intensity per rupee of turnover (Water consumed / turnover)	0.000029	0.000031

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.

No, the Company intends to arrange independent assessments / evaluation during FY 24

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

In the Power transmission, the entity has implemented a comprehensive mechanism for Zero Liquid Discharge. The sewage water is efficiently treated through an advanced Effluent Treatment Plant (ETP) and subsequently utilised for gardening purposes. Additionally, the unit has a rainwater storage capacity of 8.0L, which is further utilised for gardening and cooling tower applications, ensuring minimal water wastage.

In the Distillery business, specific measures have been taken to achieve Zero Liquid Discharge. In the case of all distilleries, advanced technologies such as evaporation and incineration for effective treatment of effluents have been installed.

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

Parameter	Please specify unit	FY 23	FY 22
NOx	mg/NM3	-	-
SOx	mg/NM3	-	-
Particulate matter (PM)	mg/NM3	67.00	67.16
Persistent organic pollutants (POP)	mg/NM3	-	-
Volatile organic compounds (VOC)	mg/NM3	-	-
Hazardous air pollutants (HAP)	mg/NM3	-	-

NOx and SOx are almost negligible due to the use of bagasse, a bio-mass renewable fuel.

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.

No

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

Parameter	Unit	FY 23	FY 22
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	Emissions under scope 1 & 2 are technically estimated to be negligible as we are mainly using renewable source of energy.	Emissions under scope 1 & 2 are technically estimated to be negligible as we are mainly using renewable source of energy.
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)			
Total Scope 1 and Scope 2 emissions per rupee of turnover			
Total Scope 1 and Scope 2 emission intensity			

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.

No

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

The Company is actively committed to sustainability and continuously explores opportunities to minimise its environmental impact. We employ various strategies and initiatives throughout its operations to promote energy efficiency, optimise production processes, and incorporate eco-friendly materials. The Company remains dedicated to environmental stewardship and will continue to assess and implement measures to reduce greenhouse gas emissions in the future.

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

Parameter	FY 23	FY 22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	290.75	305.91
E-waste (B)	7.91	6.87
Bio-medical waste (C)	0.20	0.12
Construction and demolition waste (D)	0.00	0.00
Battery waste (E)	6.16	2.44
Radioactive waste (F)	0.00	0.00
Other Hazardous waste (G): Used/Waste Oil	10.50	7.23
Other Hazardous waste (G): Empty/Metal Oil	2.80	1.80
Other Non-hazardous waste generated (H): ETP Sludge*	3,299.72	2,395.80
Other Non-hazardous waste generated (H): MS Turning & Boring Scrap	356.00	272.60
Other Non-hazardous waste generated (H): Wooden Scrap	30.00	24.31
<b>Total (A + B + C + D + E + F + G + H)</b>	<b>4,004.04</b>	<b>3,017.08</b>

\* ETP sludge generated at distillery units & is applicable in case of molasses/sugarcane syrup-based operations only.



	FY 23	FY 22
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	5.57	5.42
(ii) Landfilling	0	0
(iii) Other disposal operations**	3998.47	3011.66
Total	4004.04	3017.08

\*\* includes ETP sludge which is rich in nutrients for the soil has been mainly distributed to farmers

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.

No

**9. 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.**

There are three kinds of wastes which are required to be dealt with the Company: a) Manufacturing wastes, b) E-waste, and c) Plastic waste. Additionally, in the manufacture of sugar, some by-products, namely, Bagasse, Molasses and Press mud, are generated.

**Waste Management Practices:** In the Power transmission business, effective waste management practices are in place. Hazardous waste such as plastic, oil, and empty barrels are stored in designated areas under a secure roof, ensuring proper containment. These waste materials are then disposed of through authorised vendors approved by the Karnataka State Pollution Control Board (KSPCB) for recycling or reprocessing. Additionally, steps are taken to recover oil from centrifuges to minimise procurement requirements. Wherever possible, wooden packing is reused to reduce waste generation.

Within the Distillery business, all units have adopted state-of-the-art technology for waste minimisation. This includes implementing advanced processes and equipment to effectively manage and reduce waste generation throughout the distillery operations. Waste products of the distillery, spent wash / slop, is burnt in the incineration boilers as fuel.

In the Sugar business, hazardous waste such as oil and grease are appropriately managed by providing it to authorised distributors. This ensures the proper disposal and management of hazardous waste materials in compliance with regulatory guidelines.

The disposal of E-waste and plastics are made to the Licensed vendors who are authorised to deal with such wastes.

**Management of By-Products:** Bagasse is used in the generation of steam and power. After meeting captive power requirements, surplus power is sold to the state electricity board. Molasses are used to produce Ethanol / ENA in the Distilleries. Press mud is sold / provided to the farmers as a bio-fertilisers.

**Reduce usage of hazardous and toxic chemical:** To reduce the usage of hazardous and toxic chemicals in products and processes, the Company follows a comprehensive strategy. This involves conducting thorough evaluations and assessments of chemicals used, actively seeking alternatives to hazardous substances, and adopting safer and

more environmentally friendly options. Waste management practices are implemented to handle and dispose of any hazardous waste generated in compliance with regulatory requirements. By adopting these practices, the Company aims to minimise the environmental impact of its operations and promote sustainable waste management.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
NA			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
New Distillery Project at Raninangal- Proposed multifeed distillery	NO. IA-J-11011/89/2021- IA-II(I), DATED : Jan'2023 (study period Oct'22 to Dec'22)	10/01/2023	Yes	Yes	-

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

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Yes, we are complying with the applicable norms				

### Leadership Indicators

1. Provide break-up of the total energy consumed (in GJ) from renewable and non-renewable sources, in the following format:

Parameter	FY 23	FY 22
<b>From renewable sources</b>		
Total electricity consumption (A)	0	0
Total fuel consumption (B) - Bagasse + Slope	19281789.93	15749426.09
Energy consumption through other sources (C) - Wind energy from grid	13788.00	12222.36
Total energy consumed from renewable sources (A+B+C)	19295577.93	15761648.45
<b>From non-renewable sources</b>		
Total electricity consumption (D) - Import from grid	8099.10	6668.10
Total fuel consumption (E) – HSD	20293.46	34211
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	28392.56	40879.10

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.

No



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

Parameter	FY 23	FY 22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(v) Others	0	0
- No treatment	925.8	671.25
- With treatment – The sugar factory's wastewater undergoes treatment in a specialised ETP, reaching the tertiary stage. After treatment, the water is mainly used for irrigation by farmers.	1000810.92	972971.16
<b>Total water discharged (in kilolitres)</b>	<b>1001736.72</b>	<b>973642.41</b>

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 assessments and evaluations have been conducted by external agencies. Third-party inspections are carried out annually on behalf of organisations such as CPCB, UPPCB, and MoEF. These inspections are performed by expert teams from agencies like NSI, VSI, and others

**3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres)**

We do not have any operations in areas of water stress, so this is not applicable to our situation.

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

Parameter	Unit	FY 23	FY 22
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	-	-
Total Scope 3 emissions per rupee of turnover		-	-
Total Scope 3 emission intensity (optional)		-	-

\* Triveni at present does not collect and capture this data

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.

NA

**5. With respect to the ecologically sensitive areas reported at Question 10 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

6. 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:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1	Decanter used in ETP	Separation of solids from effluent improving the downstream treatment system at our sugar units	Total Suspended Solids (TSS) has come down which helped the downstream system to achieve best parameters than standard norms.
2	Diffusers for the ETP	State-of-the-art diffusers are utilised to enhance aeration within the tanks of the ETPs at our sugar units	Enhanced aeration leads to an improved performance of the Effluent Treatment Plant and reduce the pollutant load in the discharged effluent when compared to standard norms.
3	Energy saving measure	Replacement of MH lamps by Induction lamp at our Power Transmission Unit	50% reduction in electrical energy consumption than the convention MH lamps
4	Waste reduction	Oil recovery through a centrifuge system installed at Power Transmission unit	Oil is recycled through a centrifuge system to have a prolonged life and reduce hazard waste generation
5	Energy saving measure	VFD installed for Blowers at our Power Transmission unit and a distillery unit.	Based on the requirement, the motor speed is regulated with VFD which facilitated 10% energy conservation
6	Energy saving measure	Purchase of renewable energy (wind energy)	Facilitate better environmental condition by reducing GHG emission
7	Air emission control measure	Installed bag filter in the incineration boiler which reduces the emission of PM (Particulate matter) in a distillery unit.	Reduction of PM in air emission as well as capturing the maximum potash ash from the flue gas which is used as a fertiliser
8	Water conservation and recycling	Installed a Condensate Polishing Unit (CPU) in distillery units	Waste water generated from process is treated in CPU to achieve ZLD as well as recycle the water back to process which facilitates water conservation

Additionally, our Water Business is engaged in water / effluent / sewage treatment to conserve water resources and to make the water fit for recycling and reuse. Some of the technologies used by the Water business are:

Technology	Outcomes
Conventional/Activated Sludge Process (ASP)	Wastewater Treatment with Biogas generation and power production
Sequential Batch Reactor (SBR)	Wastewater Treatment of Municipal & Industrial applications.
Moving Bed Biofilm Reactor (MBBR)	Biological technology used for wastewater treatment process for Municipal & Industrial application
Ultra-Filtration (UF)	Tertiary treatment of Wastewater
Reverse Osmosis (RO)	Sea Water/Brackish Water Desalination, Recycle & Reuse of Wastewater.

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

Yes, Triveni has a comprehensive Business Continuity and Disaster Management Plan in place to ensure the organisation's resilience in the face of unexpected events or disruptions. The plan outlines strategies, procedures, and protocols to effectively manage and mitigate risks, ensuring the continuity of critical business operations.

Triveni's Business Continuity and Disaster Management Plan includes a thorough assessment of potential risks and vulnerabilities, such as natural disasters, technological failures, pandemics, or other unforeseen events. It defines roles, responsibilities, and escalation protocols to ensure a coordinated response during emergencies.

The plan encompasses measures to safeguard essential data, maintain communication channels, and establish alternate work arrangements to ensure uninterrupted service delivery to customers. It also outlines procedures for



assessing and prioritising critical business functions, implementing emergency response strategies, and facilitating the recovery and restoration of operations.

Regular testing, training, and review mechanisms are integral to Triveni's Business Continuity and Disaster Management Plan. These practices ensure that the plan remains up to date, aligns with evolving risks, and enables swift and effective response and recovery in times of crisis.

**8. 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.**

No, we do not expect any significant impact to the environment arising from the value chain of the entity due to the nature of products being procured from them and also, due to the fact that in the major Sugar business of the Company, sugarcane forms the largest constituent of the raw materials which is purchased directly from the farmers of our command area.

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

During the fiscal year 2022-23, no specific audits or assessments were conducted to evaluate the environmental impacts of value chain partners. The Company recognises the importance of assessing and monitoring environmental performance throughout the value chain, and it remains committed to considering such assessments in the future.

**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.**

06

**b. List the top 10 trade and industry chambers/associations (determined based on the total members of such a 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	Indian Sugar Mills Association	National
2	UP Sugar Mills Association	State
3	Confederation of Indian Industry	National
4	Federation of Indian Chambers of Commerce & Industry	National
5	American Gear Manufacturer Association (USA)	International
6	Quality Circle Forum of India	National

**2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.**

Name of authority	Brief of the case	Corrective action taken
Nil		

**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 the public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half Yearly/ Quarterly / Others – specify)	Web Link, if available
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The entity is committed to actively engaging in public policy discussions and initiatives. It aims to provide proper perspective for the proper policies to evolve in the best interest of the industry and its specific activities. These initiatives are generally taken through various industry associations of which our Company is a member as it recognises the importance of collective action. Through proactive participation, suggestions, recommendations, and expertise, proper facts and implications are submitted to the Government for appropriate decision-making that foster growth, innovation, and sustainability.

## 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
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No SIA was undertaken in the reporting period

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
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Nil

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

In our Sugar business in particular, which are all located in the rural areas, our cane staff is continually engaged with the farmer community surrounding our sugar mills. During the engagement process, a lot of feedback, suggestions or complaints are communicated as they expect the sugar mill to play an important role in the resolution of their problems. Such feedback could be relating to education, healthcare, drinking water, flooding and drainage issues, access roads and other developmental needs. The Company takes up proactive steps to resolve such issues and those beyond its control are taken up with the local district authorities. In order to serve the community better, the Company also endeavours to provide sustainable solutions by aligning such issues with Corporate Social Responsibility (CSR) function.

By integrating the CSR function into our community grievance redressal mechanisms, we reinforce our commitment to responsible and community-oriented practices. We value the engagement with the community and recognise the vital role it plays in shaping our initiatives and fostering trust between Triveni and the community we serve.

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

Business Segments		FY 23 (%)	FY 22 (%)
Directly sourced from MSMEs/small producers/farmers	Sugar*	76.85	76.36
	Alcohol	0.46	0.12
	Power Transmission	0.66	0.39
	Water Solution	0.72	0.10
Sourced directly from within the district and neighbouring districts	Sugar*	84.68	83.07
	Alcohol	6.86	2.68
	Power Transmission	1.08	0.46
	Water Solution	1.58	2.12

\* includes purchase of sugarcane from farmers which are within the district and neighbouring districts

### Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
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The Company did not conduct any 'Social Impact Assessment' during the reporting year



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

S. No.	State	Aspirational District	Amount spent (In ₹)
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Triveni did not have specific CSR projects targeting designated aspirational districts during the reporting year. However, our commitment to making a meaningful impact through CSR initiatives remains strong. We employ a comprehensive community need assessment mechanism as well as our organisational strength to make effective delivery in certain sectors of social importance, to identify and prioritise the focus sectors for our CSR programme. Through this approach, we strive to create sustainable outcomes that contribute to community development. We continuously evaluate and adapt our efforts to maximise our positive impact.

Triveni recognises the importance of collaboration and partnerships in achieving long-lasting change. We actively engage with the relevant stakeholders, including local community leaders, NGOs, and government bodies, to foster meaningful relationships and leverage collective expertise. By working together, we aim to amplify the impact of our CSR initiatives and create a shared vision for sustainable development. Through these collaborative efforts, we remain dedicated to making a positive difference in the lives of the communities we serve and contributing to a brighter future.

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

Yes, subject to their meeting the specifications of our requirement.

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

In Sugar business, we purchase sugarcane from farmers in our command areas. We give preference to vendors located in the vicinity of our area of operation. Further, we also give preference to MSME if they are capable of meeting our technical and commercial requirements.

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

Sugarcane purchase and procurement from MSME constitutes 68% of the total purchases in FY 23.

**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
		Nil		

**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 benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Support to Nursing School of a charitable hospital	88	Triveni is dedicated to fulfilling its CSR obligations through initiatives that target underprivileged communities, particularly vulnerable and marginalised groups. We monitor and review our projects to maximise their impact and contribute to sustainable development. We believe in the importance of collaboration and partnerships to amplify the impact of our CSR efforts. By working together with local community leaders, NGOs, and government bodies, we leverage collective expertise and resources to address social and environmental challenges effectively. Through these collaborations, Triveni strives to build strong and sustainable networks that foster community development and create a brighter future for all.
2	Education to underprivileged children in the schools located around our sugar mills	1,151	
3	Providing infrastructure to the schools, including schools located around our sugar mills	Not ascertainable	
4	Soil Health Analysis and Fertiliser Incentive Program	Not ascertainable as the direct/indirect benefit extends to the entire region	
5	Developing innovative techniques for improved water management	Not ascertainable	
6	Health care services		
a)	Newborn Screening Program, Cancer Screening Program for Women, Health Check-up Program, for female's chronic disease, Screening of Development & Behavioural Problems in children, Vaccines of cervical cancer to Vaccine World	1,787	
b)	Mobile Health Dispensary	19,949	
c)	Others: Medical camps, contribution to Red Cross Society, General Health Care & Child Welfare Society	Not ascertainable	
7	Construction of toilets & providing of sanitary pad vending machine	Not ascertainable	
8	Promoting sports: -Supporting football for children & youth in villages / small schools, distribution of kits & equipment for sports including Football and Volleyball	720	
9	Rural development projects	Not ascertainable	
10	Others comprising cow welfare, drinking water and providing means of livelihood to women	Not ascertainable	
11	Contribution to Prime Ministry National Relief Fund (PMNRF)	Not ascertainable	

## 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.

Yes, at Triveni, we have a robust mechanism in place to receive and respond to consumer complaints and feedback. We recognise the significance of providing a platform for our customers and stakeholders to express their concerns and provide valuable feedback. Our grievance mechanism is designed to ensure that any complaints or feedback received are promptly and effectively addressed. We have established multiple channels through which customers can reach out to us, enabling customers to easily communicate their grievances or share their feedback with us.

Upon receiving a complaint or feedback, our dedicated team responsible for managing consumer concerns thoroughly reviews the issue and initiates appropriate actions. We prioritise prompt resolution and aim to address each complaint or feedback in a fair and satisfactory manner. In addition to resolving individual complaints, we also analyse the feedback and complaints received to identify any recurring issues or patterns. This analysis helps us identify areas for improvement and implement necessary changes in our products, services, or processes.



We consider consumer complaints and feedback as valuable opportunities for learning and growth. We are committed to continuously improving our operations and ensuring customer satisfaction. Our grievance mechanism is an integral part of our customer-centric approach, and we strive to provide timely and effective resolutions to any concerns raised by our valued customers.

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

<b>As a percentage to total turnover</b>	
Environmental and social parameters relevant to the product	At Triveni, we are committed to providing products and services that align with environmental and social parameters, promote safe and responsible usage, and encourage recycling or safe disposal. We understand the importance of transparency and ensuring that our customers have access to relevant information regarding these aspects.
Safe and responsible usage	To meet regulatory requirements and ensure compliance, our products contain all the necessary information as per the law. This includes details related to environmental considerations, social impacts, safe and responsible usage guidelines, and recycling or safe disposal instructions.
Recycling and/or safe disposal	Most of the products are sold through B2B mode, including sugar which is sold to institutional purchasers and in bulk packaging to whole sellers. Further, majority of our products are environment-friendly – Ethanol is a biofuel produced from molasses & grains; power is produced from bagasse (renewable energy source) and water treatment helps conservation of water resources by facilitating reuse and recycling of water

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

	<b>FY 23</b>			<b>FY 22</b>		
	<b>Received during the year</b>	<b>Pending resolution at end of year</b>	<b>Remarks</b>	<b>Received during the year</b>	<b>Pending resolution at end of year</b>	<b>Remarks</b>
Delivery of essential service	96	0	All resolved	106	11	In process of closure
Data privacy Advertising	During the specified period/s, we did not receive any consumer complaints related to these aspects.					
Cyber-security Restrictive Trade Practices	These principles serve as the foundation of our business operations, enabling us to build and foster trust among our valued customers while ensuring their utmost satisfaction.					
Unfair Trade Practices	Our commitment to these principles drives us to constantly improve our processes and promptly address any consumer concerns that may arise. We value our customers' feedback and take it seriously to enhance our services and ensure their satisfaction. By continuously evaluating and refining our practices, we strive to set new benchmarks in customer service excellence and maintain our position as a trusted and reliable provider in the industry.					

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

	<b>Number</b>	<b>Reasons for recall</b>
Voluntary recalls	For the reporting period, there have been no instances of product recalls on account of safety issues within our organisation.	
Forced recalls	We place utmost importance on product safety and have implemented rigorous testing and quality assurance measures to ensure the highest standards are met. Our products undergo thorough evaluation to ensure safe usage and handling. Additionally, comprehensive product information, including manuals, leaflets, and product packaging, is provided to customers, clearly outlining instructions for safe usage. These proactive measures underscore our commitment to maintaining the safety and integrity of our products.	

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

Yes, we have a comprehensive framework and policy in place regarding cyber security and risks associated with data privacy. We understand the importance of safeguarding customer data and protecting against cyber threats. Our framework includes robust measures such as encryption protocols, access controls, regular security audits, and proactive monitoring to ensure the highest level of data privacy and cyber security. We are committed to maintaining the integrity and confidentiality of our customers' information and continually updating our policies to stay ahead of emerging risks in the cyber landscape

Policy weblink: <https://www.trivenigroup.com/corporate-governance.php?q=policies&page=1>

**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.**

Not applicable

### Leadership Indicators

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

Our product related information can be accessed at: <https://www.trivenigroup.com/businesses>

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

While our business primarily operates in a B2B (business-to-business) mode, we understand the importance of informing and educating consumers about safe and responsible usage of products and/or services. Although the direct interaction with individual consumers may be limited, we ensure that our business segments strictly adhere to applicable regulations for information disclosure.

Through our commitment to compliance, we strive to provide accurate and transparent information that enables consumers to make informed decisions. We diligently follow industry standards and regulations to ensure that our products and services meet the necessary safety requirements. Additionally, we actively participate in industry forums, conferences, and collaborations to contribute to the broader conversation on safe and responsible usage. By engaging with relevant stakeholders and sharing best practices, we aim to promote awareness and education regarding the safe and responsible use of our offerings.

While our focus may primarily be on B2B relationships, we recognise the indirect impact on end consumers. By maintaining adherence to regulations and actively participating in industry discussions, we contribute to a culture of safety and responsibility throughout the value chain. At Triveni, we remain committed to promoting safe and responsible usage, even within the B2B framework, and continuously seek opportunities to enhance consumer awareness and education.

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

We prioritise the identification and management of risks related to the disruption or discontinuation of essential services. We have established robust mechanisms that involve engaging various internal stakeholders to ensure early detection of any potential disruptions. Through our risk identification and management systems, we proactively monitor and assess factors that could impact the continuity of essential services. This allows us to promptly identify any potential risks and take necessary actions to mitigate them.

In the event of a disruption or discontinuation that may affect essential services, we have procedures in place to notify our customers at the earliest possible time. We understand the importance of transparent and timely communication, and we strive to keep our customers informed about any potential risks or disruptions that may impact their access to essential services. Our commitment to customer satisfaction and service reliability drives us to maintain effective communication channels, allowing us to promptly address any concerns or provide necessary updates to our valued customers.



By having these mechanisms in place, we ensure that our customers are informed and prepared in the event of any potential risks or disruptions to essential services. We remain dedicated to maintaining the continuity of our services and prioritising the needs and expectations of our customers.

**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.**

Not applicable, as our business primarily operates in a B2B (business-to-business) mode. However, as a responsible and ethical organisation, we prioritise meeting all legal requirements and industry standards for product information disclosure and labelling. We ensure that our products are accompanied by comprehensive documentation and specifications that provide the necessary information for our B2B clients to make informed decisions.

We are committed to maintaining high standards of quality, safety, and compliance, and work closely with our clients to ensure they have the necessary resources and information to promote safe and responsible usage of our products within their respective markets.

**5. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

No, the timely interaction with our stakeholders enables us to receive feedback on our products, services and performances, which is then internally processed and suitable measures are taken.

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

**a. Number of instances of data breaches along with impact**

Not applicable, as we had no data breaches during the period

**b. Percentage of data breaches involving personally identifiable information of customers**

Not applicable, as we had no data breaches during the period

For and on behalf of the Board of Directors

Place: Noida  
Date: July 4, 2023

**Dhruv M. Sawhney**  
Chairman and Managing Director  
DIN: 00102999