

FY 2022 - 23

# Business Responsibility and Sustainability Report



MAGIC OF TASTE AND FUN



BRSR





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# Foreward

In today's world, there is a growing demand for fair and sustainable business practices as the implications of climate change become increasingly evident worldwide. Sustainable finance has emerged as a powerful call to action.

Leading businesses are now facing not only financial challenges but also environmental and social risks. Society as a whole is confronted with extreme conditions such as the ongoing pandemic, unpredictable climate patterns, and unprecedented volatility. The World Economic Forum's global risk report for 2022 highlights that the top five risks in terms of likelihood and impact are predominantly social and environmental in nature. The fragmented recovery from the COVID-19 crisis also poses a risk of widening global divides, at a time when collaboration is urgently needed to combat climate change. In this context, environmental, social, and governance (ESG) initiatives by the business community are crucial for building resilience and long-term value.

The benefits of sustainability are profound and necessary to address the environmental damage caused by human activities. By actively participating in sustainable practices, companies have the opportunity to create a new era of shared value and governance based on trust. This approach can generate inclusive wealth for all stakeholders. It is not enough for companies to simply integrate ESG strategies into their value story; they must also effectively communicate their vision and strategies to their stakeholders.

At DFM Foods, social and environmental responsibility has always been a fundamental aspect of our operating philosophy. We believe in conducting our business activities in a responsible and sustainable manner, aligning ourselves with the United Nations Sustainable Development Goals (SDGs). Through a materiality assessment, we have prioritized 9 SDGs, 4 business SDGs, and 5 CSR SDGs to guide our focused actions in achieving our vision.

Our commitment to responsible business conduct and sustainability is reflected in our Business Responsibility & Sustainability Report (BRSR), which aligns with the 9 principles and core elements outlined in the National Guidelines on Responsible Business Conduct (NGRBC). These guidelines, formulated by the Ministry of Corporate Affairs, build upon the National Voluntary Guidelines on Social, Environmental, and Economic Responsibilities of Business from 2011.

DFM Foods recognizes the urgency and importance of embracing sustainable practices, and we are dedicated to making a positive impact on society and the environment. By aligning our strategies with the SDGs and adhering to responsible business conduct, we strive to contribute to a more sustainable and equitable future.

# About DFM Foods Limited

DFM Foods is a lead player in the business of manufacturing packaged snacks. Our flagship product, CRAX Corn Rings has been a household name since its launch in 1984.

Over the past 35 years, we have been spreading happiness in people's lives through singular, high-quality snacks. Starting with CRAX Corn Rings, we have expanded our portfolio to more than 15 products, such as corn rings, corn puffs, wheat puffs, and crispy sticks, under the brand names CRAX, CURLS, NATKHAT, and FRITTS. In the "namkeen" segment, we offer a range of 12 distinct product variants that include Bhujiyas, Daals, Mixtures, and Nut-Mixes. All products are manufactured in modern, hygienic, and automated processing facilities in Ghaziabad, Greater Noida, and Kashipur (Uttarakhand).

DFM Foods enjoys strong brand awareness with CRAX and NATKHAT among the most recognized names in the industry. As a result of our commitment to product innovation and diversification, focus on quality, bold strategies, and sound logistics for PAN India distribution, the company has been growing at a robust pace over the last 10 years.

We understand and anticipate the shift in market dynamics and possess the dexterity to straddle current practices with those of the future. This is our greatest strength in maintaining our growth trajectory.

In January 2020, we became an independent company under professional management after Advent International, one of the largest and most experienced global private equity investors, acquired a majority stake in it. Under the guidance of the new management and Board, DFM Foods is poised to grow exponentially.



Corn Rings and Wheat Puffs are marketed under the CRAX and NATKHAT brand names respectively. Both these have become extremely popular snacks, especially among children.



# Our Vision and Mission

Our Vision is to be the most-loved snacks brand and be the undisputed leader in the segments we operate in. To this end, we are constantly challenging ourselves to upgrade, modernize, expand operations and profits, and work towards becoming the undisputed leader in this segment.



We endeavor to bring joy to people's lives through innovative, high-quality snacks that cater to local tastes and offer value to our customers. We are committed to using local produce thereby benefiting local economies. We follow the credo of equity, opportunity, and parity for our employees. We believe in building enduring partnerships with our business associates.

# Our Portfolio

DFM Foods has two processing facilities, one in Ghaziabad, and the other in the Greater NOIDA region, both in close proximity to the Company's Corporate office in NOIDA. Our facilities make use of state-of-the-art manufacturing equipment from across the globe, to ensure consistency and quality of all our products.



Our products are sold through an extensive distribution network spanning across the length and breadth of the country. Serviced by our distributors, and overseen by our own Sales Team, retailers receive regular and ready delivery of fresh stocks, ensuring customer satisfaction at every outlet.

# Priority SDGs

There are 17 SDGs and 169 targets in total. While they are all important and interrelated, and we are committed towards each goal. However, some are more relevant to our organization than others. This section identifies the specific SDGs and targets DFM Foods are prioritizing, and demonstrate in brief how they align with our own strategy and goals.



## 01. Good health and well-being

When it comes to the health and growth of India's school-aged children, good hygiene is one of the most important factors. Through our CSR programs, we are continuously working to improve hygiene among children by providing hygiene kits and training to use it.



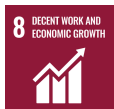
## 02. Quality Education

As our customer base is mostly of school-aged children, we feel that it's our moral responsibility to ensure inclusive and equitable quality education and promoting such opportunities through our various programs including CSR activities.



## 03. Affordable and Clean Energy

Towards our contribution in reducing global warming, we are using Piped Natural Gas (PNG) in our units and are in process to use renewal energy through open access solar power plant for our NOIDA unit.

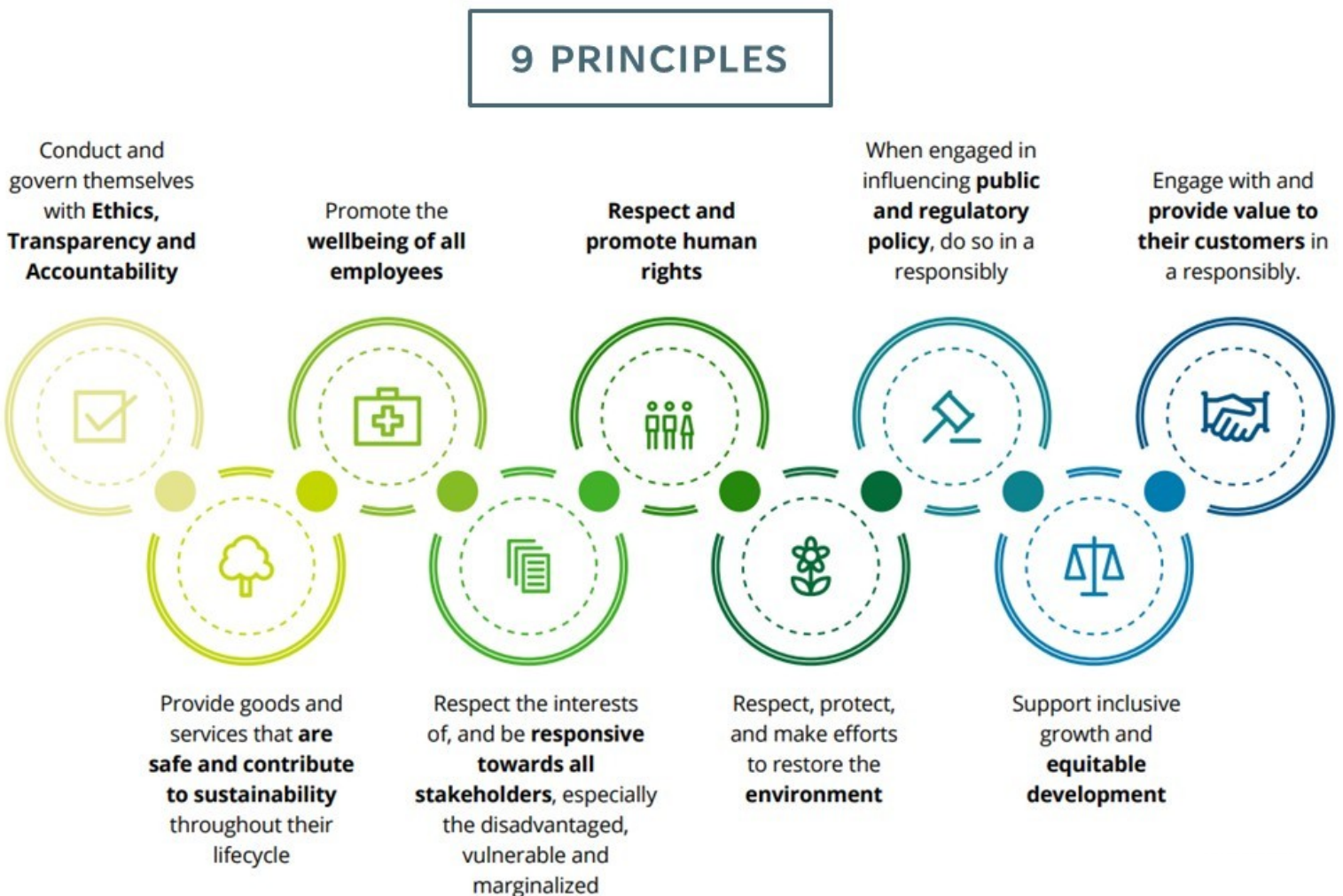


## 04. Decent Work and Economic Growth

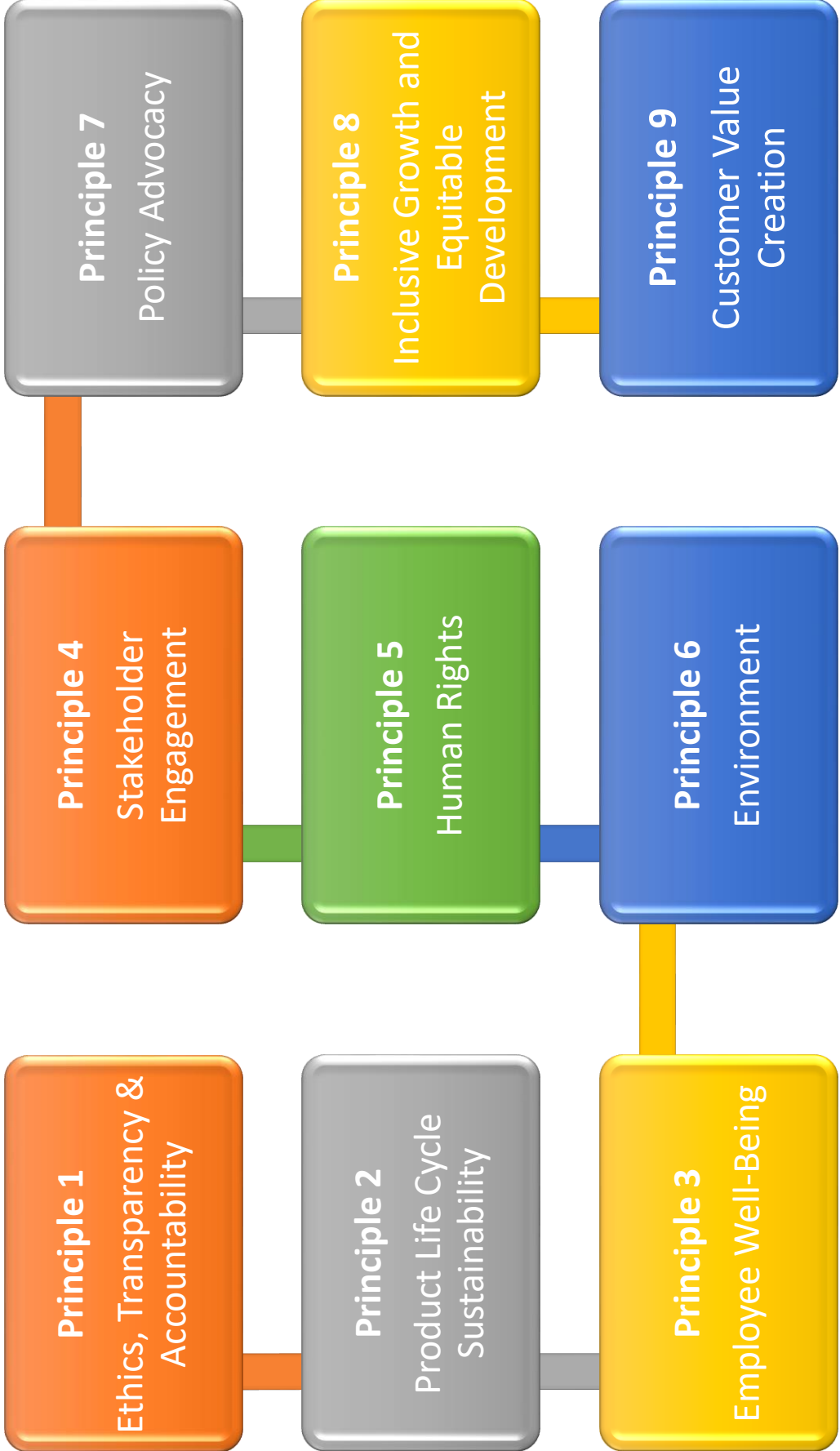
Ensuring corporate governance and compliances through established processes and embracing best practices by creating value through adoption of accountability, fairness, transparency, assurance, leadership and stakeholder management.

# BRSR Principals

BRSR reporting is divided into reporting essential indicators which are mandatory while addressing leadership indicators is voluntary. Divided into Section A - General Disclosures, Section B - Management & processes disclosures and Section C - Principle wise performance disclosure which is further sub divided into essential and leadership indicators. Principles are as follows:



**DFM Foods Business Performance and Impacts are disclosed based on the Nine Principles as mentioned in the NVGs.**



## Section A: General Disclosures

### I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Company	L15311DL1993PLC052624
2.	Name of the Company	DFM Foods Limited
3.	Year of Incorporation	1993
4.	Registered office address	149, 1st Floor, Kilokari, Ring Road, Ashram, New Delhi - 110014
5.	Corporate office address	1401-1411, 14th Floor, Sector-32, Logix City Centre, Noida - 201 301 (U.P.)
6.	E-mail id	dfm@dfmfoods.com
7.	Telephone	+91-7290935048 0120-6013232
8.	Website	www.dfmfoods.com
9.	Financial year for which reporting is being done	2022-23
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited & National Stock Exchange of India Limited
11.	Paid-up capital	INR 1005 Lacks
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. Kajal Debnath <a href="mailto:kajal.debnath@dfmfoods.com">kajal.debnath@dfmfoods.com</a> 0120-6013232
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).	1- Corporate Office 2- Factories- Greater Noida & Ghaziabad

## II. Products/services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of turnover of the entity
1	Other semi-processed, processed or instant foods Not elsewhere classified (n.e.c.) Extruded snack foods and Namkeen)	10799	100%

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

Sr. No.	Product/Service	NIC Code	% of total turnover contributed
1	Other semi-processed, processed or instant foods Not elsewhere classified (n.e.c.)	10799	100%

## 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	2 -Own Plant 1 - Co-packer	8	11
International	Nil	Nil	Nil

**17. Markets served by the entity:**

**a) Number of locations**

Location	Number
National (Number of states)	Pan India
International (Number of countries)	NIL

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

NIL

**c) A brief on types of customers:**

General Public

#### IV. Employees

##### 18. Details as at the end of Financial Year:

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

Sr. No.	Particulars	Total		Male		Female	
		No. (A)	No. (B)	% (B/A)	No. (C)	% (C/A)	
<b>Employees</b>							
1.	Permanent (D)	440	418	95%	22	5%	
2.	Other than Permanent (E)	224	224	100%	0	0	
3.	<b>Total employees (D + E)</b>	664	642	96%	22	4%	
<b>Workers</b>							
4.	Permanent(f)	146	146	100%	0	0	
5.	Other than Permanent (G)	630	630	100%	0	0	
6.	<b>Total workers (F + G)</b>	776	776	100%	0	0	

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

Sr. No.	Particulars	Total		Male		Female	
		(A)	(B)	(B / A)	(C)	(C / A)	
<b>Differently Abled Employees</b>							
1.	Permanent (D)	0	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0	0
3.	<b>Total differently abled employees (D + E)</b>	0	0	0	0	0	0
<b>Differently Abled Workers</b>							
4.	Permanent (F)	0	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0	0
6.	<b>Total d workers (F + G)</b>	0	0	0	0	0	0

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

	Total		No. and percentage of Females	
	(A)	(B)	(B / A)	
Board of Directors	6	1	17%	
Key management personnel	3	0	0	

## 20. Turnover rate of permanent employees and workers (Disclose trends for the past 3 years)

Kindly share the turnover rate of permanent employees and workers

	FY 22-23			FY 21-22			FY 20-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	40.48%			27.84%			18.58%		
Permanent Workers									

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

### 21. Names of holding / subsidiary / associate companies / joint ventures:

Sr. No.	Name of the holding / 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)

Nil

## VI. CSR Details

22. i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes.

ii) Turnover (in Rupees):

(ii) Turnover (in Rs) 21-22	INR 55445 Lacs
(ii) Turnover (in Rs) 22-23	INR 58400 Lacs

iii) Net worth (in Rupees):

Net Worth (in Rs) 21-22	INR 14467 Lacs
Net Worth (in Rs) 22-23	INR 11376 Lacs

## VII. Transparency and Disclosures Compliances

### 23. 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) <i>(If Yes, then provide web-link for grievance redress policy)</i>	FY 22-23 Current Financial Year		FY 21-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year
<b>Communities</b>	<a href="https://www.dfmfoods.com/download/corporate/Stakeholders-Relationship-and-Share-Transfer-Policy.pdf">https://www.dfmfoods.com/download/corporate/Stakeholders-Relationship-and-Share-Transfer-Policy.pdf</a>	0	0	Nil	0	Nil
<b>Investors (other than Shareholders)</b>	<a href="https://www.dfmfoods.com/download/corporate/Stakeholders-Relationship-and-Share-Transfer-Policy.pdf">https://www.dfmfoods.com/download/corporate/Stakeholders-Relationship-and-Share-Transfer-Policy.pdf</a>	0	0	Nil	0	Nil
<b>Employees and workers</b>	Yes. To address employee concerns and complaints pertaining to human rights and labour practices, DFM Foods has established a structured grievance redressal mechanism. We are committed to encouraging openness, promoting transparency and reporting improvements without fear of rebuttal. The organisation is committed to creating a culture that encourages high standards of ethics and upholds decent and safe working conditions for the entire workforces. It aims to facilitate open and structured discussions on grievances raised on labour practices and	2	0		4	0

<p>human rights. Since, the company sees it as an internal policy, the details are available on Company's intranet.</p>		
<p>Customers are at utmost priority for the DFM Foods. The organization has put forward a mechanism to cater complains/grievances of consumer and has simplified the process by printing the steps on all of its packaged products. Any customer complaining about the product can follow the easy steps and put over the mail. The team has developed mechanism to identify the origin plant of the product based on code provided in the packet. DFM Foods has developed different ways to channelize the grievances of suppliers and other value chain partners. The company have a regular meeting with suppliers during which the value chain partners express their feelings/concerns freely. In case of any issues or breach of code they are expected to bring to the notice of the manager concerned at DFM Foods.</p>	<p>472</p> <p>0</p> <p>373</p> <p>0</p>	
<p><b>Value Chain Partners</b></p> <p>Suppliers and Service Providers are encouraged to report any known or suspected improper behaviour of DFM Foods employees and are covered under the Sexual harassment policies as a third party. The suppliers and other stakeholders can freely raise their concerns and are also protected under Whistleblower policy and vigil mechanism. <a href="https://www.dfmfoods.com/download/corporate/Vigil-Mechanism-and-Whistleblower-Policy.pdf">https://www.dfmfoods.com/download/corporate/Vigil-Mechanism-and-Whistleblower-Policy.pdf</a></p>	<p>Nil</p>	
<p><b>Other (please specify)</b></p>	<p>Nil</p>	

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

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Renewable Fuel and Renewable Power	Opportunity	Reduction of pollution & protection of the environment. (Climate change and GHG emission)	Moved to renewable sources of energy in the Greater Noida manufacturing Unit. Company is installing Solar Power, biomass-based heat exchanger to ensure cost effective energy as well as energy conservation to reduce Pollutant emissions .	Initially because of capex, this will be negative but in medium term it will be positive.
2	Plastic (laminated used for packaging)	Opportunity	Reduced plastic consumption through modification of current laminate structure as well as pack-size optimization.	Reduced the GSM & redesigned KLD of packs has resulted in reduction of plastic per kg in the finished products.	Reduced plastic consumption in the primary packaging has benefitted in the cost saving as well as positive drive on ESG
3	Social responsibility towards society	Opportunity	DFM Foods is committed to contribute sustainable social development of the community. Over the years we have been focusing on improving nutritional status of children and also driving corporate social responsibility initiative to improve the sanitation & hygiene practices. We also engaged with school children through project based learning (Crax Responsible Indulgence Awareness Drive) to disseminate the message of eating responsibly, eating safely & eating sustainably.	Details are appended in DFM Foods Ltd. Website- <a href="https://www.dfmfoods.com/">https://www.dfmfoods.com/</a>	Positive. DFM Foods's initiatives are in line with national priorities and SDGs. We strives to make a positive difference and create maximum value for the society

## SECTION B: Management and Process Disclosures,

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<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-	<a href="https://www.dfmfoods.com/download/corporate/code-of-conduct-for-board-members-senior-management-team.pdf">https://www.dfmfoods.com/download/corporate/code-of-conduct-for-board-members-senior-management-team.pdf</a>	These are internal policies, available on Company's intranet	Human Resources Policies are available on Company's intranet	<a href="https://www.dfmfoods.com/download/corporate/Social-Responsibility-Policy.pdf">https://www.dfmfoods.com/download/corporate/Social-Responsibility-Policy.pdf</a>	These are internal policies, available on Company's intranet	<a href="https://www.dfmfoods.com/investor-corporate-governance.html">https://www.dfmfoods.com/investor-corporate-governance.html</a>	<a href="https://www.dfmfoods.com/download/corporate-board-members-senior-management-team.pdf">https://www.dfmfoods.com/download/corporate-board-members-senior-management-team.pdf</a>	<a href="https://www.dfmfoods.com/download/Corporate-Social-Responsibility-Policy.pdf">https://www.dfmfoods.com/download/Corporate-Social-Responsibility-Policy.pdf</a>	These are internal policies, available on Company's intranet

2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	NA	Y	Y	Y	Y	Y	Y	NA
4. Name of the national and international codes/certifications/labs/standards (e.g. Forest Stewardship Council, Fair trade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	<p>DFM Foods policies are based on the NVG principles and conform to the relevant standards. DFM Foods's manufacturing facilities have well-defined Environment, Health and Safety (EHS) and quality management systems in place, and are aligned with values that resonates with the 9 principles mentioned by NGRBC.</p> <p>In Greater Noida Factory, Company has obtained Food Safety System Certification FSSC 22000 which is globally recognized and the latest one certification in food/ISO segment</p> <p>DFM Foods, with its commitment of procuring sustainable raw materials, endeavors to integrate sustainability in the supply chains of its products and services. DFM Foods has strict approach of procuring sustainable Agri raw materials. We have framed policies that are in line with relevant standards and guidelines.</p>								

DFM Foods understands and owns its position with respect to the NGRBC principles and ESG requirements. The entity has put place various policies to show its commitment towards the National voluntary guidelines which has been reported in its integrated annual report of 2021-22.

The entity has employed a risk management strategy that places risk and opportunity assessment at the top of the Board's agenda. Under this risk management strategy, the company has set targets to mitigate these risks in a timely manner.

For example, the company identified the environment concerns and ensured to comply with the Extended Producer's Responsibility (EPR) requirements set forth in the Plastic Waste Management (Amendment) Rules, 2022. The Company entered into an agreement with a service provider for collection, segregation and co-processing of multilayered post-consumer waste generated due to our products being sold across India and accomplish our 100% target for Extended Producer's Responsibility (EPR). The Company has achieved plastic neutral status consistently from last three years effectively from 2019-20.

1. Solar Power- 15 to 20% lower energy consumption in 5 years
2. Water conservation- 10% lower of water consumption in 5 years

3. Afforestation- 8000 trees plantation in 5 years

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

### 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*)

Your Company's has a proactive approach towards Sustainability and as "Solution provider", by the consumers, employees, partners, society and other stakeholders.

At DFM Foods, sustainability inspires and guides everything the Company does. Your Company is committed to environmentally sustainable business practices across its value chain making the right choices to protect the future by integrating environmental considerations into its business planning. Preserving the planet is weaved into the Purpose of your Company. Your Company has accelerated the sustainability journey by taking effective steps related to plastics and packaging, responsible sourcing and water management. Your Company has made substantial progress in the sustainability journey towards reducing overall emissions.

8. If yes, provide details. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Mr. Lagan Shastri, the Managing Director and CEO is the highest authority responsible for implementation and oversight of the BR policies.

DIN Number- 07486454

Phone- +91-120-6013232

Email- [dfm@dfmfoods.com](mailto:dfm@dfmfoods.com)

9. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes / No).

CXO's Committee is responsible for review and decision making on sustainability related issues and they report to MD/ Board.

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

**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)**

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow-up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	A	A	A	A	A	A	A	A
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	A	A	A	A	A	A	A	A	A
11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes,	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No

provide name of the agency.

**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)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA

Any other reason (please specify)

Planned to be done in next 3 years

## SECTION C: Principle Wise Performance Disclosure

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

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

### Essential Indicators

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

Segment	Total number of training and awareness programs held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	1	All Principals	100%
Key Managerial Personnel	2	All Principals	100%
Employees other than BoD and KMPs	30	All Principals	100%
Workers	584	Occupational health, Safety, awareness of relevant principals	100%

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						
Penalty/ Fine	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)	
	Nil	Nil	Nil	Nil	Nil	
Settlement	Nil	Nil	Nil	Nil	Nil	
Compounding fee	Nil	Nil	Nil	Nil	Nil	
Non-Monetary						
Imprisonment	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)	
	Nil	Nil	Nil	Nil	Nil	
Punishment	Nil	Nil	Nil	Nil	Nil	

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
	Nil

**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:**

DFM foods Ltd. places great importance on upholding values and principles that guide the behavior of the company. Several significant documents from the DFM Foods define the standards of conduct expected from employees. One such document is the Code of Business Conduct, which establishes non-negotiable minimum standards of behavior in various key areas, including anti-corruption and bribery.

The Code of Business Conduct unequivocally prohibits employees from offering or promising, directly or indirectly, any personal or financial advantage to a third party in order to gain or maintain a business or any other advantage. This applies to both public and private entities. Likewise, employees are strictly prohibited from accepting any such advantage in exchange for providing preferential treatment to a third party. It is essential for employees to avoid any activity or behavior that may give rise to suspicions or appearances of such conduct or any attempt thereof.

DFM Foods emphasizes that all employees must adhere to the highest ethical standards and maintain the integrity of the organization. Any form of corruption or bribery is completely unacceptable and goes against the core principles of the company. Upholding these principles, helps ensure a fair, transparent, and trusted business environment.

DFM Foods is committed to continuously implementing and reinforcing these principles outlined in the Code of Business Conduct. By doing so, the DFM Foods aims to foster an environment of trust, integrity, and accountability among its employees, stakeholders, and the wider community.

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

No Directors/KMPs/employees/workers were involved in bribery/corruption both in FY 22-23 and FY 21-22. On above grounds, no action was taken by any law enforcement agency.

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	Nil	Nil
KMP's	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
	Number	Number
	Remarks	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil

**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:**

There were no cases of corruptions or conflicts of interest which required action by regulators/law enforcement agencies/ judicial institutions.

**Leadership Indicators**

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

DFM Foods actively facilitates capacity building workshops and awareness sessions for its key value chain partners, which include suppliers/vendors and distributors. These sessions aim to educate and create awareness on crucial areas such as safety, quality, labor practices, and sustainability. Through these initiatives, DFM Foods seeks to enhance the knowledge and understanding of its partners, ensuring alignment with the organization's values and standards. By promoting best practices and providing guidance, DFM Foods promotes a culture of continuous improvement, responsible business conduct, and sustainable operations throughout its value chain. These capacity building efforts contribute to building stronger and more sustainable partnerships while fostering a shared commitment to safety, quality, labor rights, and sustainable practices.

Value Chain Partners	Total number of awareness programs held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programs
Food Ingredient supplier	15	Food Safety, Quality, Nutrition, Environment , and Sustainable Sourcing	100%
Toy Vendor	10	Food Safety, Quality, Environment, and Sustainable sourcing	100%
CFA vendors	30	FSSAI Schedule IV and EHS compliances	75%

**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.**

DFM Foods recognizes the importance of maintaining high ethical standards and has established an internal ethics committee to uphold these principles. One of the key instruments in ensuring ethical behavior is the adoption of the "Code of Business Conduct." This comprehensive document outlines the expected conduct for directors, key managerial personnel, senior management, and all employees, emphasizing the need to avoid situations where personal interests conflict with the interests of the company.

The Code of Business Conduct is readily accessible to all employees through the Internal HRMS Portal, Darwin & Company website, available at <https://www.dfmfoods.com/>. It explicitly mandates the disclosure of any conflicts of interest, including holding outside positions or employment of relatives, as well as the giving or receiving of gifts. Employees are obligated to disclose any potential conflicts, ensuring transparency and accountability.

To facilitate the disclosure process, DFM Foods has implemented a conflict-of-interest tool. This tool requires employees, up to a certain grade, to report any conflicts they may have. Once reported, the conflict of interest is escalated to the respective line manager. The line manager reviews and assesses the situation, taking appropriate actions to mitigate the conflict. In cases where agreement on a mitigation action plan cannot be reached with the direct reportee, the line manager has the authority to escalate the case(s) to the Chief Human Resource Officer.

By establishing this robust framework for addressing conflicts of interest, DFM Foods demonstrates its commitment to maintain the highest standards of integrity and ensuring that the interests of the company and its stakeholders are protected. The ethics committee, along with the Code of Business Conduct and conflict of interest tool, provides a structured process to manage and address potential conflicts, promoting a culture of transparency, fairness, and accountability throughout the organization

\*The Code of Conduct covering conflict of interest can be accessed here- <https://www.dfmfoods.com/download/corporate/code-of-conduct-for-board-members-senior-management-team.pdf>

## PRINCIPLE 2: - Businesses should provide goods and services in a manner that is sustainable and safe

### Essential Indicators

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

	FY 2022 - 23 (Current Financial Year)	FY 2021 - 22 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	45 Lacs	60 Lacs	Invested towards innovation and renovation of products to achieve high manufacturing quality and safe products.
Capex	50 Lacs	80 Lacs	Invested towards environment sustainability (Solar Power, biomass based heat exchanger) cost effectiveness and energy conservation

### 2. a. Does the entity have procedures in place for sustainable sourcing?

DFM Foods places significant importance on Responsible sourcing practices and has established processes to ensure responsible supplier selection and engagement. The company follows rigorous procedures to select suppliers, adhering to the non-negotiable standards outlined in the DFM Foods Responsible Sourcing Standard. DFM Foods is in the process of incorporating sustainable sourcing mechanism for raw materials procurement.

DFM Foods Responsible Sourcing Standard sets forth requirements for business integrity throughout the production processes, service provision, and purchasing procedures of suppliers. These standards apply to all suppliers engaged by the company. DFM Foods's Sourcing team is responsible for ensuring that the raw materials, packaging materials, and services procured comply with the DFM Foods Responsible Sourcing Standard.

By implementing these processes, DFM Foods strives to ensure that its supply chain operates in an ethical and sustainable manner. The company seeks suppliers who share its commitment to responsible sourcing, promoting transparency, social responsibility, and environmental stewardship. Through these efforts, DFM Foods aims to foster long-term partnerships with suppliers who align with its values and contribute to sustainable business practices.

DFM Foods's dedication to responsible sourcing not only helps mitigate risks associated with unethical or unsustainable practices but also contributes to building a resilient and responsible supply chain. By upholding the DFM Foods Responsible Sourcing Standard, the company demonstrates its commitment to ethical business conduct and sets a benchmark for its suppliers to follow.

DFM Foods has established an effective Standard Operating Procedure (SOP) enabling the procurement department to act according to production and sales

forecasts for the forthcoming quarters to ensure optimum raw material procurement. The Company strives to reduce the weight and volume of the materials that it uses for packaging materials and further working to augment responsible sourcing SOPs with adoption of sustainable practice . The Company ensures that the Vendors confirms the social and ethical performance factors which reflects the vision and commitment of DFM Foods towards sustainable procurement. Additionally, DFM Foods is committed to the vision of 'Make in India' Campaign and it has subsequently coerced its procurement policy to support the initiative as all of our inputs (raw material ingredients) used by the Company are indigenous and responsibly procured.

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

DFM Foods prioritizes the sustainability of its supply chains and working towards it along with its business partners , aiming to optimize the utilization of raw materials, promote waste recycling, and ensure efficient logistics operations. To achieve this, DFM Foods places significant emphasis on enhancing the sustainability of its supply chain. Within their sustainable supply chains, DFM Foods considers labor standards and health and safety as mandatory elements, recognizing their importance for responsible business practices. Additionally, environment assessment will be included as an additional element, reflecting DFM Foods's commitment to environmental stewardship.

In 2022-23, DFM Foods made substantial progress by sourcing all its inputs as per responsible sourcing standard , further demonstrating their dedication responsible resource management and initiation of sustainable procurement practices.

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

DFM Foods is committed to supporting initiatives that promote the recovery and responsible management of used packaging. In line with its commitment under Extended Producers' Responsibility (EPR), the company responsibly managed around 3014.242 metric tonnes of post-consumer plastic packaging waste in the current year.

To further its sustainability efforts, DFM Foods achieved Plastic Neutrality in the fiscal year 2021-2022 through the implementation of an integrated waste management program. This program incorporated unique and multi-dimensional initiatives aimed at collecting and sustainably managing approximately 4100 metric tonnes of post-consumer plastic waste across 26 states and Union Territories. The amount of plastic waste managed equaled the amount of plastic packaging utilized by the company during the year, enabling DFM Foods to maintain the milestone of Plastic Neutrality.

These achievements highlight DFM Foods's commitment to environmental stewardship and its proactive approach to managing plastic waste. By actively participating in waste recovery and implementing effective waste management programs, DFM Foods contributes to the circular economy and reduces its environmental footprint. The company's efforts in achieving Plastic Neutrality demonstrate its dedication to sustainable practices and responsible packaging management.

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

Yes, DFM Foods recognizes its responsibility as a food product manufacturer and actively participates in Extended Producer Responsibility (EPR) initiatives. The company has taken proactive steps to collect and manage both pre-consumer and post-consumer plastic packaging through registered waste management service providers, in compliance with the "Plastic Waste Management Rules" of 2016 and subsequent amendments.

Through this EPR initiative, DFM Foods not only ensures adherence to regulatory requirements but also promotes a positive attitude and behavior towards responsible waste disposal among consumers. All packaging carries an anti-litter logo, raising consumer awareness about the importance of proper waste disposal. To facilitate easy segregation and recycling, DFM Foods incorporates packaging identification logos on its plastic-based packaging materials. These logos help consumers identify and separate the packaging for recycling purposes, contributing to the circular economy and reducing the environmental impact of plastic waste.

In addition to EPR activities, DFM Foods had done sea cleaning drives in collaboration with waste management agencies in 2021-22. These efforts further emphasize the company's commitment to sustainability and demonstrate its proactive stance in addressing environmental concerns. DFM Foods's initiatives in EPR, consumer awareness, and sea cleaning drives reflect its dedication to responsible waste management and sustainability. By taking these actions, DFM Foods aims to contribute to a cleaner environment, promote responsible consumption, and reinforce its commitment to corporate social responsibility.

### Leadership Indicators

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

NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.

Nil

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

Name of Product / Service	Description of the risk/concern	Action Taken

Nil

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).

Recycled or re-used input material to total material		
Indicate input material	FY 2022-23 (Current Financial year)	FY 2021-22 (Previous Financial year)
		Nil

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

FY 2022-23 (Current Financial year)							FY 2021-22 (Previous Financial Year)						
	Re-used	Recycled	Safely disposed	Re-used	Recycled	Safely disposed	Re-used	Recycled	Safely disposed	Re-used	Recycled	Safely disposed	
Plastics (including packaging)	0	0	3084 MT	0	0	4146 MT	0	0	0	0	0	0	
E-waste	0	0	0.3 MT	0	0	0.5 MT	0	0	0	0	0	0	
Hazardous Waste	0	0	Used Cooking Oil - 3.78 MT	0	0	Used Cooking Oil - 3.26 MT	0	0	0	0	0	0	
Battery Waste			Battery waste - 2.1 MT			Battery waste - 1.7 MT							
Other Waste	0	0	1. Gatta Scrap - 184.24 MT 2. Metal Scrap - 6.69 MT 3. Mixed Solid Waste - 600.78 MT	0	0	1. Gatta Scrap - 165.58 MT 2. Metal Scrap - 6.03 MT 3. Mixed Solid Waste - 548.42 MT	0	0	0	0	0	0	
	<b>Total = 791.1 MT</b>			<b>Total = 721.2 MT</b>									

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
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Nil

**PRINCIPLE 3: - Businesses should respect and promote the well-being of all employees, including those in their value chains**

**Essential Indicators**

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

Category	Percentage of employees covered by											
	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities			
(A)	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)		
Permanent employees												
Male	418	100%	418	100%	0	0%	0	0%	0	0%		
Female	22	100%	22	100%	22	5%	0	0%	0	0%		
Total	440	100%	440	100%	22	5%	0	0	0	0		
Other than Permanent employees												
Male	-	-	-	-	-	-	-	-	-	-		
Female	-	-	-	-	-	-	-	-	-	-		
Total	-	-	-	-	-	-	-	-	-	-		

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

Percentage of workers covered by																
Category	Total	Health insurance	Accident insurance	Maternity benefits	Paternity Benefits	Day Care facilities	(A)	(B/A)	(C)	(C/A)	(D)	(D/A)	(E)	(E/A)	(F)	(F/A)
	146	146	146	0	0	0	100%	100%	146	100%	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Female	146	146	146	0	0	0	100%	100%	146	100%	0	0	0	0	0	0
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

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

	FY 2022-23 (Current Financial year)		FY 2021-22 (Previous Financial year)			
Benefits	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	As per statutory limit					
Others please Specify	NA					

## 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 is being taken by the entity in this regard.**

DFM Foods consistently strives to enhance its infrastructure, aiming to eliminate barriers to accessibility in all company workplaces, aligning with the Rights of Persons with Disabilities Act, 2016. The corporate office premises and offices are specifically designed to ensure accessibility for individuals with disabilities, in compliance with the aforementioned Act. DFM Foods embraces diversity and inclusion as fundamental components of its company culture, firmly rooted in the core values of respect. Recognizing that inclusion is a vital aspect, DFM Foods actively promotes it as a means of bringing their purpose to life. Through these efforts, DFM Foods remains committed to fostering an inclusive and accessible environment for all.

**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.**

DFM Foods is continuously working towards ensuring that existing employees, job applicants and workers are treated fairly in an environment, which is free from any form of discrimination. At DFM Foods, we believe that performance, potential and meritocracy, shine above an individual's race, colour, creed, ancestry, ethnic origin, religion, sex, national origin, age, physical handicap/disability or marital status, and must be respected. We value and recognize every individual equally. We are an equal opportunity workplace with gender neutral compensation policies and norms.

DFM Foods fosters equal opportunities and treatment of all its employees and expects the same from them too. Our diversity and equal opportunity policy can be assessed from page 14 to page 16 under the 'Fair Employment Practices' section of Code of Conduct. The policy can be accessed at <https://www.dfmfoods.com/download/corporate/code-of-conduct-for-board-members-senior-management-team.pdf>

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

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

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

Sr. No.	Categories	Yes/No (If Yes, then give details of the mechanism in brief)
1	Other than Permanent Workers	Yes
2	Permanent Employees	Yes
3	Other than Permanent Employees	Yes

Yes, DFM Foods Grievance Redressal Procedure is available to employees and workers. The objective of the policy is to facilitate open and structured discussion on employees' work-related grievances with the intent of ensuring that the grievance is dealt with in a fair and just manner whilst being in compliance with the Company's policies. DFM Food's open door practices encourage an amicable and fair resolution of grievances. Employees are encouraged to first discuss the grievance with their immediate reporting authority, and attempt to arrive at a resolution before invoking a formal grievance redressal mechanism. The employees' grievance redressal mechanism is accessible at the company's intranet.

## 7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:

The company does not have any trade unions. We have a regular engagement process with employees and worker under stakeholder engagement.

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

DFM Foods places a strong emphasis on effective communication and training to drive key focus areas, particularly in the implementation of its safety roadmap. The company recognizes the importance of timely and transparent communication, both for sharing successes and incidents, to engage employees and foster a culture of learning and improvement. Skill development and upgradation of employees are among the key priorities for DFM Foods. In 2022, the company took significant steps to strengthen and democratize learning opportunities, ensuring that training programs such as FOSTAC, safety training, mandatory training in Darwin, and cyber security training are accessible to all employees. This commitment to learning and development aims to empower employees and enhance their skills and knowledge. DFM Foods also introduced a formal mentoring program, leveraging a network of in-house subject matter experts. This initiative facilitates relationship-based development, allowing strong talent within the organization to receive guidance and support for career growth and better adaptation to current roles. By prioritizing effective communication, training, and skill development, DFM Foods strives to create a dynamic and learning-oriented work environment. These initiatives empower employees, promote talent development, and contribute to the overall success of the organization.

Category	FY 2022-23 (Current Financial year)				FY 2021-22 (Previous Financial Year)					
	On Health and safety measures		On Skill Upgradation		On Health and safety measures		On Skill Upgradation			
	Total (A)	No. (B)	% (B/A)	No.(C)	% (C/A)	Total (D)	No. (E)	% (E/D)	No.(F)	% (F/D)
Male	418	418	100%	418	100%	442	442	100%	442	100%
Female	22	22	100%	22	100%	25	25	100%	25	100%
Total	440	440	100%	440	100%	467	467	100%	467	100%
Male	146	146	100%	146	100%	155	155	100%	155	100%
Female	0	0	0	0	0	00	0	0	0	0
Total	146	146	100%	146	100%	155	155	100%	155	100%

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

DFM Foods follows a structured approach to manage employee performance and development through the 'People Development and Performance' cycle. The company encourages employees to take ownership of their own development and empowers them to drive their career growth. While employees have the ultimate responsibility for their development, they are supported by People Leaders and the HR team. This approach ensures a collaborative effort in fostering employee growth and creating a culture of continuous learning and improvement within DFM Foods.

Category	FY 2022-23 (Current Financial year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
	Employees					
Male	418	418	100%	442	442	100%
Female	22	22	100%	25	25	100%
Total	440	440	100%	467	467	100%
	Workers					
Male	146	146	100%	155	155	100%
Female	0	0	0	0	0	0
Total	146	146	100%	155	155	100%

## 10. Health and safety management system:

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

DFM Foods recognizes that the key to sustainable success lies in its people. The company values the contributions of its employees and believes that they are the most valuable asset, playing a crucial role in shaping the company's culture and achieving business results. As a result, DFM Foods prioritizes the protection and well-being of all individuals involved in the company's value chain, including employees, contractors, suppliers, customers, and the public.

DFM Foods integrates safety and health considerations into its business management practices, ensuring that all activities are approached with a focus on accident prevention and the protection of people at work. By adopting a proactive approach to safety, DFM Foods aims to create a work environment that is free from harm and promotes the well-being of all stakeholders. This commitment extends throughout the entire value chain, emphasizing the company's dedication to the safety and welfare of all individuals associated with DFM Foods. DFM Foods have internal policies on Health and safety of Employee and Workers. Also, a regular awareness training program were conducted.

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

DFM Foods is committed to continually improving its performance by designing and adapting processes, work practices, and systems with a focus on better ergonomics and enhanced safety. The company relies on monitoring safety and health performance, as well as analyzing incidents that result in injuries and workplace activities that may lead to illnesses, to drive improvement efforts. DFM Foods recognizes the critical role of employee involvement in establishing and maintaining a safe and healthy workplace. It emphasizes the importance of respecting safety principles, standards, and procedures as a condition of employment. Employees are entrusted with the responsibility of working in a safe manner to prevent harm to themselves, their colleagues, and others. The company actively encourages employees to participate in programs aimed at improving health and safety performance in the workplace. By fostering a culture of engagement and active involvement, DFM Foods ensures that employees play an essential role in promoting and maintaining a safe work environment. Through these measures, DFM Foods demonstrates its commitment to continuous improvement in safety and health, prioritizing the well-being of its employees and creating a culture of safety throughout the organization.

DFM Foods utilizes various processes to systematically identify work-related hazards and assess risks. These processes include:

1. Permit to Work Management system: This system is designed to identify and mitigate risks associated with routine and non-routine activities that involve high-hazard tasks. It ensures that proper protocols are followed to minimize potential risks.
2. Method statements: DFM Foods employs detailed methodological approaches to mitigate risks during critical non-routine activities. These statements outline step-by-step procedures to ensure safety and minimize potential hazards.
3. Machine Safety Map: Risk assessments are conducted in accordance with machinery safety standards to evaluate and address potential risks associated with machines and equipment.
4. Contractor Field safety audits and Functional compliance assessments: DFM Foods conducts regular safety audits and assessments to ensure that contractors adhere to safety protocols and comply with functional requirements.

Through these processes, DFM Foods proactively identifies and addresses work-related hazards, mitigates risks, and promotes a safe working environment for its employees and contractors.

1. EHS Policy- Formulate and periodically review the Corporate EHS Policy. Ensure the successful implementation of Policy throughout the organization.

2. EHS Audits and Assessment- Periodical Inter divisional Audit in units and report areas of Non-compliance and remedial action to the concerned authorities.
3. EHS Promotion- Annual EHS Promotional Programs, Awards to best EHS plants, Awards and celebrations at Unit level.
4. EHS Reports- Quarterly report on EHS improvements covering all Manufacturing Units.
5. EHS Training- Provide Training resources to employees of the unit. To Identify, Plan and impart EHS related training to all level of employees
6. Accident Investigation- Coordination with units on Major accidents investigation and develop remedial action to avoid the recurrence of them. Timely reporting to the concern authorities
7. EHS Goals- Setting EHS goals for the Unit and Annual Improvement Plan
8. Hazard Waste management- Hazard waste monitoring and handling the same. Ensure all Purchase Orders, Work Orders, Contracts are detailed with EHS requirements.
9. Induction Training- Plan and imparting EHS induction training to all new recruits.
10. Health Compliances- Ensure good hygiene at Canteen / Lunch Rooms. Ensure Medical check-up as per statutory requirements. Ensure safe and cool drinking water availability at all work locations in Plant area. Ensure Legal compliance in line with white washing, Crèches, First Aid requirements, etc.
11. Emergency Preparedness- Training to Security personal and ensure active participation of Security in Mock drill.
12. Legal Compliances- Participation/ involvement in Plant EHS committees, meetings and other EHS related activities. Comply with Legal requirements in case of reportable Accidents. Ensure the quantity of Hazard materials stored is within limits of License quantity

**c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Yes/No)**

DFM Foods holds the belief that accidents are entirely preventable, and as such, even a single accident is considered one too many. Safety and health are integral to the company's management practices, with a strong focus on preventing all types of accidents and ensuring the protection of people in the workplace. DFM Foods is dedicated to cultivating a robust safety culture that effectively prevents accidents. This commitment is demonstrated through the systematic identification of hazards, conducting thorough risk assessments, and taking appropriate actions to minimize potential dangers. By prioritizing prevention and proactive risk management, DFM Foods strives to maintain a safe and secure working environment for all.

DFM Foods bases the improvement on the monitoring of safety and health performance as well as on the analysis of incidents that produce injuries and of workplace activities whose cumulative effects may lead to illnesses.

1. Behaviour Feedback Sessions (BFS): Primary focus on identification of unsafe conditions and behaviours and one to one coaching to improve behaviors. The

BFS forms are available in both English & local languages

2. Safety Committee Meetings: The Safety Committee provides a forum for employees and management to work together to solve health and safety problems. The Safety Committee consists of equal numbers of management representatives and workers
3. Periodic audits/assessments;
4. Daily operations review/weekly operations review meetings

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

Yes, the employees/workers of DFM Foods have access to non-occupational medical and healthcare services. They are insured under the Group Health Insurance Policy (GHIP). A medical assistance is also provided to all eligible employees and their family members.

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

DFM Foods conducts detailed investigations for all accidents, aiming to identify their root causes and determine preventive measures to avoid recurrence. The company recognizes the importance of learning from these incidents and ensures that the insights gained are shared across the organization. By disseminating the learning's from accidents, DFM Foods promotes a culture of continuous improvement and proactive safety measures. Moreover, the company obtains formal compliance to ensure that the necessary actions are taken based on the investigation findings, further reinforcing its commitment to preventing similar incidents in the future.

Safety Incident/Number	FY 2022-23 (Current Financial Year)		FY 2021-22 (Current Financial Year)	
Category				
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil	Nil
	Workers	Nil	Nil	Nil
Total recordable work-related injuries	Employees	Nil	Nil	Nil
	Workers	Nil	Nil	Nil
Total Near Miss	Employees	18	25	25
	Workers	12	15	15

## No. of fatalities

### High consequence work-related injury or ill-health (excluding fatalities)

<b>Employees</b>	Nil	Nil
<b>Workers</b>	Nil	Nil
<b>Employees</b>	Nil	Nil
<b>Workers</b>	Nil	Nil

## 12. Describe the measures taken by the entity to ensure a safe and healthy work place:

DFM Foods is committed to enhancing the safety, health and well-being of employees. Health risks of your Company's employees are assessed in order to build strategic, targeted and evidence-based interventions. Following are some of the measures and practices that are being followed by your Company for ensuring a Safe and Healthy workplace for its employees.

1. Robust management of Covid protocols to safeguard employees during the pandemic.
2. Assessment and implementation of a safety management system to identify and address potential risks.
3. Effective management of high hazard tasks to minimize potential dangers.
4. Implementation of a robust Machinery Safety Programme to ensure the safe operation of machinery and equipment.
5. Total Performance Management approach to continuously improve safety performance.
6. Implementation of life-saving rules and safety campaigns to promote a safety-conscious culture.
7. Contractor Management Program to ensure contractors adhere to safety standards.
8. Task-specific trainings and coaching to provide employees with the necessary skills and knowledge to perform their tasks safely.

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

DFM Foods endeavors to provide the safest workplace to all its employees and contractors. Multiple avenues are available to the employees to lodge complaints on health and safety matters such as open access to internal email network, works committee, safety committee and town halls conducted at regular intervals

FY 2022-23

(Current Financial Year)

FY 2021-22

(Previous Financial Year)

Working Conditions

Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
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Health & Safety

Nil

Nil

**14. Assessments for the year:**

DFM Foods places a strong emphasis on health and safety management systems at its manufacturing locations. The company ensures compliance with specified requirements for health and safety through various measures, including ISO FSSC 22000:2018 certification for quality management and food safety. Safe working conditions are a vital component of the Safety, Health, and Environment (SHE) management system. Regular audits are conducted at both the business/functional level and corporate level to assess compliance with standards and corporate guidelines for environment, health, and safety. These audits help verify that DFM Foods maintains a high level of adherence to safety standards and regulations, ensuring the well-being of employees and stakeholders.

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)

Health and safety practices

100% (Third Party)

Working Conditions

100% (By Entity)

**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.**

**Significant Risk - Man-Machine interface on site** – Due to high movement of the vehicles (Trucks, Oil Tankers) and people inside the factory, many shared areas are created. Shared areas are those in which vehicles and pedestrians could both be present at the same location at the same time, thereby creating a collision risk.

Solution: Facility risk assessments are carried out to identify shared areas and identify the controls by following e.g., Elimination, Substitution, Engineering, Administrative and PPEs. Furthermore, the defined actions are implemented.

**Significant health risk – Covid-19 management** – The onset of pandemic posed a big risk to the health of all stakeholders at site (employees, contractors, third party distribution centres etc.).

Solution: This was mitigated by implementing a robust Business Continuity Plan (BCP) for Covid-19 management which focused on 4 pillars of temperature screening, sanitization, hand and respiratory hygiene and social distancing. Special quarantine leave was created and your Company launched a slew of programs for employee support during Covid, which included medical support (access to International SOS, Isolation centers, vaccination support, oxygen concentrators), financial support (salary advance, staff loan, to provide education and medical related support to the employee's & their family

## Leadership Indicators

### 1. Does the entity extend any life insurance or any compensatory package in the event of death of (Yes/ No)

#### A) Employees -

If any event of the unfortunate death of an employee, including workers in DFM Foods Premises, DFM Foods provides financial support to the family members of the deceased employee. This support is offered through the Loss of Life Benefit, which includes a compensatory package under the Group Accident Insurance Coverage. Additionally, education and hospitalization support are provided under the policy to assist the family during their time of need. These measures aim to provide financial stability and assistance to the affected family members, recognizing the impact of such a loss and ensuring their well-being is taken care of.

#### B) Other than permanent Workers -

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

DFM Foods places great importance on ensuring that statutory dues payable by service providers for their employees are promptly and fully deposited. To achieve this, the company implements a robust process of periodic audits and controls. Agreements are established with service providers for factories and branches, explicitly stating the requirement of statutory compliance. In addition to the agreements, DFM Foods reinforces its commitment to compliance through internal controls, internal audit checklists, and regular internal audits conducted at defined frequencies. These measures serve as an additional safeguard to ensure that statutory dues are appropriately addressed.

The periodic audits and controls carried out by DFM Foods help monitor and verify compliance with statutory requirements. By conducting these audits, the company can identify any gaps or deviations and take corrective actions promptly. This systematic approach allows DFM Foods to maintain transparency and accountability in relation to statutory dues, minimizing the risk of non-compliance and potential legal and financial implications.

DFM Foods's commitment to fulfilling statutory obligations extends beyond its own operations and encompasses the responsibilities of its service providers. By emphasizing the importance of timely and complete depositing of statutory dues, DFM Foods upholds its ethical and legal obligations, ensuring fair and responsible practices throughout its value chain.

Overall, DFM Foods's approach to statutory compliance involves a combination of clear agreements, internal controls, internal audits, and periodic reviews to ensure that all relevant requirements are met in a timely and accurate manner.

**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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

		Total no. of affected employees/workers		
		FY 2021-22 (Previous Financial year)	FY 2022-23 (Current Financial year)	FY 2021-22 (Previous Financial year)
Employees	No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	Nil	Nil	Nil
		Nil	Nil	Nil
Workers		Nil	Nil	Nil

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

DFM Foods counseling of the individual employee depending on their need and requirement. It recognizes the importance of supporting its employees in times of transition and ensuring their continued employability. In specific cases, as per defined applicability criteria, the company provides transition assistance through an external service provider (Third Party Assistance).

The support provided through external service providers can include guidance on career planning, job search strategies, skill development, and other relevant resources to enhance employability. DFM Foods's commitment to facilitating continued employability reflects its dedication to the well-being and professional growth of its employees. By offering transition assistance, the company strives to ease the process of career transitions and empower individuals to adapt to new opportunities and challenges in their professional lives.

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

% of value chain partners (by value of business done with such partners) that were assessed

Nil

Health and safety practices

Working Conditions

Nil

## 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.

DFM Foods has established a robust system to monitor, audit, and address observations related to its suppliers. Suppliers are strongly encouraged to address and rectify any identified issues within a specified timeframe, which is closely monitored by DFM Foods. As a result of this process, supplier partners have made improvements in their safe practices, including Food Safety & Quality practices at their factories. This proactive approach ensures that DFM Foods's supplier network maintains high safety standards and promotes a safe working environment throughout the supply chain.

## 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.

DFM Foods recognizes the importance of stakeholder engagement and identifies key stakeholders based on the scope of its activities and organizational needs. Through stakeholder meetings, workshops, and other events, DFM Foods fosters dialogue to gain a deeper understanding of societal, environmental, and regulatory issues. These interactions not only enhance the organization's capabilities but also facilitate collective action and foster trust and mutual respect. The valuable feedback and insights received from stakeholder engagements help validate DFM Foods's performance and provide new perspectives on challenges and opportunities, enabling the company to continually improve and respond effectively to stakeholder expectations.

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

DFM Foods regularly undertakes initiatives to serve the interest of its disadvantaged, vulnerable and marginalized stakeholders. At DFM Foods, CSR is based on the belief that business sustainability is closely connected to the sustainable development of the communities that the business is a part of and the environment in which the business operates. We have reaffirmed through our actions that effective communications and a well-thought out development agenda are crucial for building trustful relationships with local communities. This ensures continued viability of the business in the long-term.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/Half yearly/Quarterly/others-please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Consumer	No	Website, advertisement, email, meeting	As & when required	DFM Foods engages with consumers for awareness about the products, recipes and nutrition information, ingredients and any other information relevant for consumers.
Distributors & trade partners,	No	Website, advertisement, email, meeting	As & when required	DFM Foods engages and receives cooperation and unstinted support from

## Suppliers

the distributors, retailers, stockiest, suppliers and others associated with the Company as its trading partners.

No	Email and Stakeholder meeting	As & when required	DFM Foods engages with industry and professional associations for promoting industry positions – that are aligned with DFM Foods viewpoints/proposals with external stakeholders/ policy makers Topics include Food Regulations, Environment, Plastic Packaging, Governance, Compliance, Corporate Laws, and other Societal activities
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## Industry associations

## NGOs

DFM Foods engages with NGOs to implement the CSR projects under the umbrella of Nutrition, WASH, enhancing including Covid-19 relief. Key topics include on-ground implementation, deliverables of the projects, budget utilization and adherence to the CSR policy, Covid-19 precautionary measures etc.

Website, email, and Stakeholder meeting

As & when required

## 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.

DFM Foods acknowledges the vital role of stakeholder engagement in fostering meaningful dialogue and gaining insights into crucial business and societal issues. The company actively participates in diverse platforms where stakeholders converge to discuss matters related to economic, environmental, and regulatory concerns. Through this engagement, DFM Foods seeks to enhance its understanding of these issues and establish a collaborative approach to addressing them. To ensure effective oversight and strategic guidance, DFM Foods regularly shares relevant stakeholder information with its Board of Directors. This practice enables

the Board to stay informed and actively contribute to decision-making processes that align with stakeholder expectations. The Board of Directors plays a pivotal role in upholding DFM Foods's commitment to corporate social responsibility and sustainable business practices. It does so through dedicated committees such as the CSR Committee and Risk Management Committee. These committees review, monitor, and provide strategic direction in relation to the company's social responsibility obligations and other pertinent practices. By leveraging the expertise and diverse perspectives of its members, the Board ensures that DFM Foods's actions are in line with its ethical and sustainable principles. Through this robust governance structure, DFM Foods emphasizes the importance of stakeholder engagement, incorporating their insights into its decision-making processes, and integrating social responsibility into the fabric of its operations. By actively involving stakeholders and fostering a collaborative approach, DFM Foods strives to address key challenges, drive positive societal impact, and meet the evolving expectations of its stakeholders.

**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.**

Engaging stakeholders on important issues lies at the heart of how DFM Foods does business. DFM Foods engages with relevant stakeholder platforms that are used to seek relevant expertise and support to address environment and social topics. Select examples of how stakeholder inputs have been incorporated into your Company's policies and activities are presented below:

1. Consumers: Consumers are your Company's core stakeholders. Various tech-enabled avenues have been constructed to constantly receive feedback from these stakeholders.
2. Communities: Our Company continues to increase access to basic sanitation facilities, for girl students in schools in business geography which has had a direct impact on the attendance of girls in schools. While the scope of the sanitation projects was largely for girl students. Water, Sanitation & Hygiene (WASH) was also conducted for boys.
3. Industry: Our Company is committed to achieving YTD, 21-22, 100% Extended Producer Responsibility (EPR) compliance as per the Plastic Waste Management (PWM) Rules 2016 and amendments. Ministry of Environment, Forest and Climate Change (MOEFCC) notified the ban on non-recyclable multilayered packaging in 2018, that would have significantly impacted the product packaging. Through the industry consortium and stakeholder consultation, your Company in collaboration with other industry members showcased that if multi-layer packaging is properly collected and managed can be energy recoverable. This collaboration within industries supported EPR implementation framework.

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

DFM Foods is strongly committed to addressing the emerging needs of the community, including the education and well-being of students. As part of this commitment, DFM Foods organized a nutrition awareness program where school students were invited to visit the factory. The program aimed to educate and create awareness among students about the importance of nutrition for their overall health and well-being. By engaging with the students directly, DFM Foods contributed to their knowledge and understanding of healthy eating habits, promoting a culture of wellness in the community.

## 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:

DFM Foods respects and promotes human rights for all individuals and has reiterated its commitment to human rights and fair treatment in its Policy. The human rights policy of the company is not only limited to its own employees and workers but also extends to all vendors, contractors, and associates.

The policy provides to conduct the operations with honesty, integrity and openness with respect for human rights and interests of employees. Company discourages dealing with any supplier/contractor if it is in violation of human rights and also prohibits the use of forced or child labour at all manufacturing units/with business associates. The Policy covers the Company and extends to all vendors, contractors and associates.

Category	FY 2022-23 (Current Financial year)		FY 2021-22 (Previous Financial year)			
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	440	440	100%	467	467	100%
Other than permanent	224	224	100%	214	214	100%
<b>Total Employees</b>	<b>624</b>	<b>624</b>	<b>100%</b>	<b>681</b>	<b>681</b>	<b>100%</b>
<b>Workers</b>						
Permanent	146	146	100%	155	155	100%
Other than permanent	630	630	100%	661	661	100%
<b>Total Workers</b>	<b>776</b>	<b>776</b>	<b>100%</b>	<b>816</b>	<b>816</b>	<b>100%</b>

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

Category	FY 2022-23 (Current Financial year)				FY 2021-22 (Previous Financial year)			
	Equal to Minimum Wage		More than Minimum Wage		Equal to Minimum Wage		More than Minimum Wage	
	Total (A) No. (B)	% (B/A)	No. (C)	% (C/A)	Total (D) No. (E)	% (E/D)	Total (F) No. (F)	% (F/D)
<b>Employees</b>								
Permanent								
Male	418	NA	418	100%	442	NA	597	100%
Female	22	NA	22	100%	25	NA	25	100%
Other than Permanent								
Male	224	NA	224	100%	214	NA	214	100%
Female	-	-	-	-	-	-	-	-
<b>Workers</b>								
Permanent								
Male	146	NA	146	100%	155	NA	155	100%
Female	--	-	-	-	-	-	-	-
Other than Permanent								
Male	630	NA	630	100%	661	NA	661	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*	225 Lacs	-	-
Key Managerial Personnel#	2**	83.32 Lacs	-	-
Employees other than BoD and KMP#	416	4.02 Lacs	22	5 Lacs
Workers#	145	2.57 Lacs	--	-

\* Remuneration to Managing Director and Chief Executive Officer (MD & CEO) has been included in Board of Directors

\*\* Remuneration to Chief Financial Officer and Company Secretary has been included in Key Managerial Personnel

# Median remuneration

### 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)

DFM Foods demonstrates its commitment to human rights by having a designated focal point responsible for addressing human rights impacts or issues within the business. The company's Code of Business Conduct explicitly prohibits retaliation against employees who report concerns in good faith, ensuring a safe and supportive environment for whistleblowers. Any complaints received are thoroughly investigated, and appropriate remedial actions are taken if necessary. The Chief Human Resources Officer (CHRO) serves as the focal point responsible for addressing human rights concerns reported, further emphasizing DFM Foods's commitment to upholding human rights standards and promoting a culture of accountability and respect.

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

DFM Foods ensures a robust grievance redressal system to address human rights issues. All grievances related to human rights, whether received through letters, emails, or any other means, are captured in the company's case management system. These grievances are thoroughly investigated and redressed in a timely

manner. The system extends to cover not only DFM Foods's employees but also suppliers, vendors, and other external stakeholders. A grievance redressal protocol is in place to handle such matters, including the preparation of detailed reports and providing responses to the complainants. Additionally, employees have the option to report issues to HR or their reporting manager, ensuring a comprehensive approach to addressing human rights concerns throughout the organization.

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

	FY 2022-23 (Current Financial year)		FY 2021-22 (Previous Financial year)		
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	0	0	-
Discrimination at workplace	0	0	0	0	-
Child Labour	0	0	0	0	-
Forced Labour/Involuntary Labour	0	0	0	0	-
Wages	0	0	0	0	-
Other human rights related issues	0	0	0	0	-

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

DFM Foods is dedicated to maintaining a workplace free from harassment, including sexual harassment, and has a zero-tolerance policy towards such behavior. The company actively encourages the reporting of any harassment concerns and promptly addresses complaints regarding harassment or any unwelcome or offensive conduct. To ensure effective handling of such cases, Internal Committees have been established across various locations to investigate complaints of sexual harassment and recommend appropriate action as necessary. DFM Foods's Grievance Redressal Process and Policy on Prevention of Sexual Harassment (PoSH) incorporate mechanisms to prevent adverse consequences for the complainant in cases of discrimination and harassment. These principles ensure a fair and unbiased investigation process, protecting the rights of both the complainant and the accused. The company strictly prohibits any form of retaliation against employees who make complaints in good faith.

To raise awareness and promote a respectful work environment, regular awareness and training sessions are conducted. These sessions aim to educate employees about sexual harassment and familiarize them with the available redressal mechanisms. The Head of Human Resources is designated as the contact person to whom

complaints can be reported, while in exceptional or appropriate cases, direct access to the Managing Director is provided. DFM Foods is committed to fostering a culture of dignity, respect, and inclusivity, where all employees feel safe and empowered in their work environment.

DFM Foods have also come up with a Whistleblower policy which clearly lays down the guidelines to prevent retaliation against a complainant. The organization prohibits retaliation against a complainant such as threats of physical harm, loss of job, punitive work assignments, or impact on salary or wages. A complainant feeling retaliated against may file a written complaint with the chairman of the Audit committee.

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

DFM Foods places a strong emphasis on due diligence within its human rights framework. The company has established an enabling pillar consisting of policies and control systems that are utilized to integrate human rights across the organization. This framework is actively communicated both internally and externally, with mandatory training programs provided to employees and contractors. Additionally, human rights clauses are included in supplier agreements and contracts to ensure adherence to human rights standards throughout the supply chain. By implementing these measures, DFM Foods demonstrates its commitment to upholding human rights principles and promoting a responsible and ethical business environment.

**9. Assessments for the year:**

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

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

Please refer to response to Question 9 of Principle 5 under essential indicators:

Basis various assessments conducted at defined frequency, relevant risks are identified and addressed through comprehensive action plans. The action plans are

reviewed periodically at a unit as well as function level. No specific corrective actions were required to be taken during the year 2022. However, as part of preventive measure, regular awareness and training sessions were conducted during the year to ensure that employees are fully aware of the aspects of child labour, forced/involuntary labor, sexual harassment, discrimination at workplace, wage and work inequality and mechanism to report any concerns or suspected or actual violation of any of such matters.

## Leadership Indicators

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

Yes, DFM Foods is continuously working towards a mechanism for addressing grievances and the same has been disseminated to all concerned stakeholders / custodians

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

NA

### 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?

Partially continual improvement is going on

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

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	Nil
Forced/involuntary labour	Nil
Sexual harassment	Nil
Discrimination at workplace	Nil
Wages	Nil
Others – please specify	Nil

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

Nil

## PRINCIPLE 6: - Businesses should respect and make efforts to protect and restore the environment

### Essential Indicators

#### 1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format

DFM Foods have been consciously making efforts towards optimization of its energy related activity. It had seen the work in up grading equipment to reduce the total energy footprint in the previous years. However, DFM Foods is committed to further invest in technology that could help the company in reducing its energy footprint in the coming years

Parameter	FY 2022-23 (Current Financial year)	FY 2021-22 (Previous Financial year)
Total electricity consumption (Giga Joules) (A)	25536.4	25858
Total fuel consumption (Giga Joules) (B)	2791.8	3569.6
Energy consumption through other sources -CNG (Giga Joules)	28351.7	28427.3
Total energy consumption (A+B+C)	56679.9	57854.9
Energy intensity per crore rupees of turnover (Total energy consumption (Giga Joules) / turnover in crore rupees)	97.1	104.43

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

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

No

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

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Over the years DFM Foods has focused toward reducing water usage and have also invested in alternate sources of water like rainwater harvesting. The extensive investments in its watershed development projects has helped the company in maximizing direct rainwater use in processes and utilities. Apart from adopting alternate sources, DFM Foods is also committed to reduce the water usage by enhancing the technology as it has been improving recovery efficiency and maximizing use of RO plants.

Parameter	FY 2022-23 (Current Financial year)	FY 2021-22 (Previous Financial year)
<b>Water withdrawal by source (in Kilo Liters)</b>		
I. Surface water	0	0
II. Groundwater (KL)	14928	15845
III. Third party water	0	0
IV. Seawater / desalinated water	0	0
V. Others	0	0
<b>Total volume of water withdrawal (in Kilo Liters) (i + ii + iii + iv + v)</b>	<b>14928</b>	<b>15845</b>
<b>Total volume of water consumption (in Kilo Liters)</b>	<b>14928</b>	<b>15845</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover) (KL/Lacs)</b>	<b>0.256 KL/ Lacs</b>	<b>0.286 KL/ Lacs</b>
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>	<b>NA</b>	<b>NA</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.

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

No

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

Parameter	Please specify Unit	FY 2022-23 (Current Financial year)	FY 2021-22 (Previous Financial year)
NOx	Tonnes	0.0047	0.0046
SOx	Tonnes	0.0002	0.0001
Particulate matter (PM)	Tonnes	0.0011	0.0008
Persistent organic pollutants (POP)	Tonnes	NA	NA
Volatile organic compounds (VOC)	Tonnes	NA	NA
Hazardous air pollutants (HAP)	Tonnes	NA	NA
Carbon Monoxide	Tonnes	0.0008	0.0007

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

Data is available and third-party audit verification of the same is planned in next financial year.

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

Parameter	Please specify Unit	FY 2022-23 (Current Financial year)	FY 2021-22 (Previous Financial year)
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	Data is available and third-party audit verification of the same is planned in next financial year.	Data is available and third-party audit verification of the same is planned in next financial year.

Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)

Metric tonnes of CO2 equivalent

Data is available and third-party audit verification of the same is planned in next financial year.

Data is available and third-party audit verification of the same is planned in next financial year.

Total Scope 1 and Scope 2 emissions per rupee of turnover

Data is available and third-party audit verification of the same is planned in next financial year.

Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity

**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.**

Data is available and third-party audit verification of the same is planned in next financial year.

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

DFM Foods is committed to climate action and to create a positive impact for the community and environment in which it operates. DFM Foods are focusing on energy efficiency through process improvements and investing in new technologies. We are working to reduce CO2 emission and for achieving that we have partnered with solar power producer Company and is in advance stage to source alternate source of energy (Solar power) at our Greater Noida. DFM Foods understand the implications of energy consumption, both in terms of its cost to our operations and the price environment pays for it. We are committed to invest in newer technologies and processes to enhance our efficiency in a more sustainable manner. Company has taken various steps towards delivering its responsibility to combat climate change. Few of them are listed below:

- i) Solar power project commissioning to reduce conventional energy consumption in plant.
- ii) Converting wastewater into usable water for purposes like irrigation of gardens.
- iii) Usage of PNG based burners in manufacturing process to reduce pollution.
- iv) Use of energy efficient LED lights.

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

Kindly provide proper detail if putting NIL or NA to conclude the remarks

Parameter	FY 2022-23 (Current Financial year)	FY 2021-22 (Previous Financial year)
Total waste generated (in metric tonnes)	3084	4146
Plastic waste (A)	0.3	0.5
E-waste (B)	8.5	1.29
Bio-medical waste (C)	Nil	Nil
Construction and demolition waste (D)	2.1	1.7
Battery waste (E)	Nil	Nil
Radioactive waste (F)	Used Cooking Oil - 3.78	Used Cooking Oil - 3.26
Other Hazardous waste. Please specify, if any. (G)	1. Gatta Scrap - 183.54	1. Gatta Scrap - 165.08
Other non-hazardous waste generated (H). Please specify, if any	2. Metal Scrap - 6.69	2. Metal Scrap - 6.03
	3. Mixed Solid Waste - 600.78	3. Mixed Solid Waste - 548.42
<b>Total (A + B + C + D + E + F + G+ H)</b>	<b>3889.69</b>	<b>4872.28</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
Category of waste		
i) Recycled	Nil	Nil
ii) Re-used	Nil	Nil
iii) Other recovery operations	Nil	Nil
<b>Total</b>	<b>Nil</b>	<b>Nil</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
Category of waste		
i) Incineration	Nil	Nil
ii) Landfilling	Nil	Nil
iii) Other disposal operations	Nil	Nil
<b>Total</b>	<b>Nil</b>	<b>Nil</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.

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.**

As part of our commitment to becoming a zero-waste campus, we have implemented strategies to minimize, recover, and reuse the waste we generate. By partnering with authorized vendors, we ensure that hazardous waste is treated and disposed of in compliance with regulatory guidelines. To effectively manage our waste, we conduct traceability assessments that enable us to track and reduce operational waste that ends up in landfills. Through these assessments, we gain insights into the types and quantities of waste produced on our campuses, allowing us to implement targeted reduction measures. Our ultimate goal is to achieve 100% waste diversion from landfills by emphasizing waste reduction, recycling, and reuse initiatives. By adopting sustainable practices and promoting a circular economy, we are actively working towards creating a campus environment where waste is minimized, resources are conserved, and the impact on the environment is reduced.

**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:**

DFM Foods strictly avoids establishing any office or plant locations in ecologically sensitive areas, demonstrating its commitment to environmental protection and responsible practices.

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environment approval/ clearance are being complied? (Y/N) If No, the reason 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

NA

**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:**

DFM Foods ensures that all its existing operations and offices fully comply with relevant environmental regulations. These facilities operate in accordance with the

Consent to Operate (CTO) conditions issued by the Central and State Pollution Control Boards. By adhering to these conditions, DFM Foods demonstrates its commitment to maintaining environmental standards, minimizing pollution, and mitigating any potential impact on the ecosystem. This proactive approach ensures that DFM Foods's operations are carried out responsibly and in line with the prescribed guidelines set by the regulatory authorities

Sr. 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
			Nil	

## Leadership Indicators

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

Parameters	FY 2022-23 (Current Financial year)	FY 2021-22 (Previous Financial year)
From renewable sources		
Total electricity consumption (B)	Nil	Nil
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	20980	21036
Total energy consumed from renewable sources (A+B+C)	20980	21036
From non-renewable sources		
Total electricity consumption (D)	8476	25858
Total fuel consumption (E)	2930889	3747464
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from renewable sources (D+E+F)	2939365	377332

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.

DFM Foods monitors the above parameters for its operational efficiencies and sustainability initiatives and there was no independent assessment/ evaluation/assurance that were carried out by an external agency in 2022.

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

Parameters	FY 2022-23 (Current Financial year)	FY 2021-22 (Previous Financial year)
<b>Water discharge by destination and level of treatment (in kilo liters)</b>		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment		
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment		
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment		
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment		
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment		
<b>Total water discharged (in kilo liters)</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.

DFM Foods monitors the above parameters for its operational efficiencies and sustainability initiatives and there was no independent assessment/ evaluation/assurance that was carried out by an external agency in FY 2022-23.

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

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

- i. Name of the area
- ii. Nature of operations
- iii. Water withdrawal, consumption and discharge in the following format:

Parameters	FY 2022-23 (Current Financial year)	FY 2021-22 (Previous Financial year)
Water withdrawal by source (in Kilo Liters)		
i) Surface water	0	0
ii) Ground water	14928	15845
iii) Third party water	0	0
iv) Seawater / desalinated water	0	0
v) Others	0	0
<i>Total volume of water withdrawal (in kilo liters)</i>	14928	15845
Total volume of water consumption (in kilo liters)	14928	15845
Water intensity per rupee of turnover ( <i>Water consumed / turnover</i> ) (KL/ Lacs)	0.256 KL/ Lacs	0.286 KL/ Lacs
Water intensity ( <i>optional</i> )- <i>the relevant metric may be selected by the entity</i>	-	-
Water discharge by destination and level of treatment (in kilo liters)		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment– please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment– please specify level of treatment	-	-
(v) Others	-	-

-	No treatment	-
-	With treatment – please specify level of treatment	-
Total water discharged (in kilo liters)		-

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

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

Parameters	Unit	FY 2022-23 (Current Financial year)	FY 2021-22 (Previous Financial year)
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)	All	DFM Foods plants to do it in future	DFM Foods plants to do it in future
Total Scope 3 emissions per rupee of turnover	All	DFM Foods plants to do it in future	DFM Foods plants to do it in future
Total Scope 3 emission intensity ( <i>optional</i> ) – the relevant metric may be selected by the entity	All	DFM Foods plants to do it in future	DFM Foods plants to do it in future

Note: Indicate if any independent assessment/ evaluation/assurance have 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.**  
NA

**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:**

Sr. No.	Initiatives Undertaken	Details of the initiative ( <i>Web-link, if any, may be provided along-with summary</i> )	Outcome of the Initiative
1	Storage of water in large water tanks on roof to minimize waste in manufacturing process.	Available on intranet	Leading to cost savings, reducing environmental footprint and reducing water waste
2	Converting wastewater into	Available on intranet	Optimized water management and enhancing

usable water for purposes like irrigation of gardens.

Usage of PNG based burners in manufacturing process to reduce pollution.

Use of energy efficient LED lights

Available on intranet

Available on intranet

sustainability effort

reduction of environmental impacts, Lowering air pollution has direct health benefits and Lowering air pollution has direct health benefits

Substantial energy savings, lower carbon footprint and Improved Lighting Quality

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

DFM Foods has implemented a robust Business Continuity Plan (BCP) and Crisis Management Plan (CMP) to effectively address potential disruptions to business activities and processes. The BCP aims to assess and validate the adequacy of existing systems and processes to prevent and recover from various threats. Its primary objective is to ensure the continuity of product or service delivery at acceptable levels following a disruptive incident.

To achieve this, comprehensive Business Continuity Plans have been developed, covering all aspects of operations, and are regularly tested. The implementation of the BCP includes conducting a detailed Business Impact Analysis (BIA) to identify and evaluate potential risks and threats, including IT-related risks. This analysis helps prioritize critical business functions and processes, ensuring that appropriate measures are in place to mitigate the identified risks.

The BCP also involves conducting periodic reviews of risk assessments and mitigation plans to ensure that necessary actions are taken to mitigate risks effectively. DFM Foods understands the importance of maintaining operational resilience and has implemented the BCP in critical areas of its operations. This ensures that operations run smoothly even in the face of disruptive incidents. By proactively addressing potential threats and continuously reviewing and improving the BCP, DFM Foods demonstrates its commitment to maintaining business continuity, minimizing disruptions, and safeguarding the delivery of products or services to its customers. Overall, the presence of a comprehensive BCP and CMP highlights DFM Foods's dedication to proactive risk management, ensuring the organization's preparedness to navigate challenges and maintain business operations during adverse situations.

The policy can be accessed at- <https://www.dfmfoods.com/download/corporate/Risk-Management-Policy.pdf>

### 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.

DFM Foods has implemented a Responsible Sourcing Standard that emphasizes fair treatment, good labor practices, environmental conservation, and health and safety. This standard is shared with and accepted by all supply chain partners and service providers. As part of its sustainability vision, DFM Foods places a strong emphasis on embedding sustainability and building resilience in the supply chain. Before engaging with suppliers and service providers, DFM Foods follows a rigorous evaluation process. They proactively communicate their expectations and requirements, ensuring that potential partners are aware of the standards they must adhere to. Compliance with these standards is enforced through contractual agreements, establishing a commitment to responsible sourcing.

DFM Foods also reserves the right to verify compliance with the Responsible Sourcing Standard at any time. They employ appropriate audit and assessment mechanisms to assess and monitor suppliers and service providers, ensuring ongoing adherence to the standard. By implementing the Responsible Sourcing Standard and enforcing compliance throughout the supply chain, DFM Foods demonstrates its commitment to sustainability, ethical practices, and the well-being of its workforce. It actively engages with suppliers and service providers to foster a culture of responsibility and accountability, working towards a more sustainable and socially conscious business ecosystem.

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

DFM Foods has conducted an evaluation of its value chain partners, with a particular focus on assessing environmental impacts. The company operates according to a Responsible Sourcing Standard and an Environmental Sustainability policy that outlines its commitment to upholding high environmental standards. These policies provide a framework for addressing the direct environmental impacts of DFM Foods's own operations and extend efforts to promote sustainability within its supply chain.

DFM Foods encourages its key value chain partners, including third-party manufacturers, to adopt internationally recognized practices outlined in standards such as ISO 22000 and ISO 9001, as well as the company's own Environmental Sustainability policy. Contract manufacturing agreements are in place that require compliance with accepted standards relating to environmental issues, human rights, and labor practices. Periodic assessments are conducted to ensure that third-party manufacturers maintain compliance with these standards.

By promoting the adoption of sustainable practices and regularly assessing partners' compliance, DFM Foods demonstrates its commitment to environmental responsibility, ethical sourcing, and sustainable manufacturing. The company actively collaborates with its value chain partners to ensure that environmental impacts are minimized, and that social and ethical considerations are prioritized throughout the supply chain.

## **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**

DFM Foods recognizes the importance of engaging with stakeholders who are impacted by the company's operations and those who have the ability to influence its activities. Stakeholder meetings, workshops, and events serve as platforms for dialogue and allow DFM Foods to gain a deeper understanding of critical environmental, regulatory, and societal issues. Through these interactions, DFM Foods aims to enhance its capabilities, foster collective action, and build trust and mutual respect with stakeholders.

DFM Foods's engagement with relevant authorities is guided by its core values of commitment, integrity, and transparency, while also considering the interests of diverse stakeholders. The company actively collaborates with major industry chambers, associations, and professional bodies that are involved in policy advocacy and other forums. This collaborative approach enables DFM Foods to contribute to industry discussions and work collectively towards addressing shared challenges.

Throughout the year, DFM Foods maintains affiliations with four trade and industry chambers/associations, further demonstrating its commitment to actively participating in industry networks and engaging with stakeholders to drive positive change and sustainable outcomes.

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

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	All India Food Processors Association (AIFPA)	National Level
2	We Care	National Level
3	Federation of Indian Chambers of Commerce & Industry (FICCI)	National Level
4	Confederation of Indian Industry (CII)	National Level

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
Not applicable		
DFM Foods has not engaged in any anti-competitive conduct.		

### Leadership Indicators

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

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
1	DFM Foods works on public health agendas such as foods high in fat, salt and sugar (HFSS) and front of pack labeling (FOPL) with government /FSSAI & other relevant regulatory authorities taking into consideration interests of consumers	DFM Foods engaged with food authorities, industry associations for development of balanced regulations. The Company's engagement with relevant authorities is guided by the values of commitment, integrity, and transparency.	Yes	as and when required	<a href="https://fssai.gov.in/upload/uploadsfiles/files/Draft_Notification_HFSS_20_09_2022.pdf">https://fssai.gov.in/upload/uploadsfiles/files/Draft_Notification_HFSS_20_09_2022.pdf</a>
2	DFM Foods works on Plastic Waste Management agenda that includes compliance to the regulations	DFM Foods engaged with government authorities (MoEFCC, & CPCB) and industry associations for development of balanced	Yes	as and when required	<a href="https://moef.gov.in">https://moef.gov.in</a>

(Plastic Waste Management Rules, 2016), EPR implementation strategies and sustainable packaging regulations. The Company's engagement with relevant authorities is guided by the values of commitment, integrity, and transparency.

DFM Foods advocates on various other issues like Food Regulatory issues of FSSAI, Tax related issues like GST reduction, Ease of doing business, decriminalization of Legal Metrology Act. Etc.

Through active participation & representation of company's point of view in industry associations meetings as core committee member & leading some of the agenda with various ministries of government.

3

Yes

as and when required

## 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.

DFM Foods in line with the provisions of the Companies Corporate Social Responsibility Policy Rules, conducted impact assessment through an agency in financial year 2022 for the applicable projects.

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

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

Not Applicable.

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

DFM Foods CSR strategy adopts a bottom-up approach by keeping community needs and priorities at the center of all its interventions. As mentioned earlier, the company's CSR is based on the belief that business sustainability is closely connected to the sustainable development of the communities that the business is a part of and the environment in which the business operates. During the planning and implementation of project, detailed and structured community engagements are planned periodically to revisit the changing needs of the community and the emerging priorities feed into designing and re-designing of ongoing and new programmes. Overall, there is regular engagement with key community institutions and representatives from key neighborhoods across India. Stakeholder suggestions can also be emailed to the company through the link available at our website.

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

Directly sourced from MSMEs/ small producers	FY 2022-23 (Current Financial year)	FY 2021-22 (Previous Financial year)
	30%	25%

Sourced directly from within the district and neighbouring districts 50%

52%

## Leadership Indicators

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

Not Applicable

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

Sr. No.	State	Aspirational District	Amount Spent (in INR)
1	Uttar Pradesh	Greater Noida, Varanasi, Lucknow	The total amount spent is part of the Annual Action Plan for the year and the breakup is provided in the Annual Report on CSR activities of the Company provided under Annexure-3 of the Annual Report.
2	Rajasthan	Jaipur	
3	Delhi	Delhi	
4	Uttarakhand	Dehradun	

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

While there is no preferential procurement policy, DFM Foods follows business practices that enable the MSME to be part of our sustainability journey. As DFM Foods is primarily Agri-based Company.

b) From which marginalized /vulnerable groups do you procure?

DFM Foods places great importance on responsible sourcing and has established a Responsible Sourcing Standard. This standard outlines the requirements and collaborative approach that DFM Foods follows in working with suppliers and vendors to ensure the sustainable and long-term supply of materials and services. DFM Foods is committed to partnering with suppliers and vendors to enhance their sustainability practices and build their adaptive capacity, fostering a mutually beneficial relationship that contributes to the overall sustainability goals of the company

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

DFM Foods engages with MSME suppliers for procurement of Agri-commodity like corn meal, Raw Potato, Potato powder, Semolina, Gram flour, pulses, Spices, condiments, etc. sourcing value is directly / indirectly providing livelihood to many farmers, within that, your Company’s direct engagement with Potato, Corn farmers is substantial as enumerated below 2022-23.

- a. 500+ Potato farmers are engaged indirectly
- b. 1000+ corn farmers engaged indirectly
- c. 100+ spice growers indirectly
- d. 80% of the raw and packaging material spend is sourced from MSME suppliers

**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:**

Sr. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
				NA

**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
		NA

## 6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR	Projects % of beneficiaries from vulnerable and marginalized group
1.	Wash Program Training	10006	100%
2.	Hygiene Kits distribution	10006	100%

DFM Foods recognizes the importance of its societal initiatives and actively works towards creating shared value with the communities it operates in. By being mindful of the needs of these communities, DFM Foods aims to go beyond mere sustainability and make a meaningful and positive impact. The company is committed to creating maximum value for society and its beneficiaries through its initiatives, ensuring that the benefits are shared and contribute to the overall well-being and development of the communities. DFM Foods's focus on creating shared value reflects its dedication to responsible and impactful business practices that go beyond profit-making.

## 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.

DFM Foods prioritizes consumer care and has implemented a robust consumer care and response management system. This system is designed to provide support and address any queries, feedback, or concerns that consumers may have. By actively engaging with consumers, our aims not only to meet their immediate needs but also to build lasting and authentic relationships. Understanding that consumers have diverse requirements, we have established specialized desks with trained personnel who can effectively handle different product and service-related needs. Consumers have the flexibility to reach out through their preferred channels, such as phone, email, or website, at any time for assistance. This commitment to consumer care reflects DFM Foods's dedication to ensuring customer satisfaction and fostering positive experiences with their products and services.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

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

	FY 2022-23 (Current Financial year)		FY 2021-22 (Previous Financial year)		Remarks
	Received during the year	Pending resolution at end of year	Received during the year	Pending resolution at end of year	
Data privacy	0	0	0	0	No such complaint received during FY
					No such complaint

Advertising	242	0	22-23	0	0	received during 21-22
Cyber-Security	0	0	22-23	0	0	No such complaint received during 21-22
Delivery of essential services	0	0	No such complaint received during FY 22-23	0	0	No such complaint received during 21-22
Restrictive Trade Practices	0	0	No such complaint received during FY 22-23	0	0	No such complaint received during 21-22
Unfair Trade Practices	0	0	No such complaint received during FY 22-23	0	0	No such complaint received during 21-22
Others*	230	0	-	373	0	-

\* It includes all consumer queries, product related information & complaints, and services, received through phone, emails, website

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

	Number	Reasons for recall
Voluntary recalls	Nil	Not applicable
Forced calls	Nil	Not applicable

**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, DFM Foods has a cyber-security framework in place. In the ever-evolving cyber threat landscape, DFM Foods has framework in place that allows the organization to identify, manage & monitor risk based IT controls to protect information and systems. The 'Cyber Security Risk Framework' provides a common set of cyber risk areas to be used across the DFM Foods. DFM Foods has implemented Information Security Management System that helps to identify, mitigate, monitor and manage a risk and controls in cyber space against cyber-attacks, threats and vulnerabilities.

DFM Foods respects the privacy of individuals and is committed to protect the personal data of its consumers, employees, clients, service providers and other stakeholders. There is a comprehensive plan across all markets where DFM Foods companies are incorporated. Some of such activities are as follows

1. The DFM Foods Privacy Program and maturity self-assessment
2. Privacy Impact Assessment as part of the privacy-by-design principle
3. Compulsory Data Privacy LMS module in Darwin for employees
4. Vendor Privacy Risk Assessment as part of the due diligence
5. Data Ethics as part of the DFM Foods Responsible Sourcing Standard
6. Regular internal audit mitigation plan to minimize the risks.

**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.**

No penalty or action taken by any authority on safety of products/services around issues relating to advertising, cyber security and data privacy. DFM Foods follows national standards and industry best practices to deal with cyber security and data privacy. DFM Foods is fully complying to IT Act, Rules and guidelines thereof; data privacy governance basis existing case laws, guidelines and directions provided from time to time by varied authorities and are in preparedness to adopt to local legislations as were proposed under the Data Protection Bill.

## **Leadership Indicators**

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

Link for products- <https://www.dfmfoods.com/products.html>

Link for location and emails- <https://www.dfmfoods.com/contact.html>

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

All products of the Company comply with the regulations and relevant voluntary codes concerning marketing communications, including advertising, promotion and sponsorship. Company on the product pack provides transparent and easy to understand nutritional information that guides the consumer in making the right food choices. The Company also provides consumers with nutrition information through Guideline Daily Amounts (GDA) based labels icons. The Company's communications are aimed at enabling consumers to make informed purchase decisions. The Company also makes efforts to educate consumers on responsible usage of its products and services.

The Company is committed to providing products and services that offer best-in-class quality. With a continually growing product portfolio, the Company endeavors to use sustainably sourced ingredients. The Company adopts stringent hygiene standards, benchmarked manufacturing practices and robust quality assurance systems for its products and the declared product shelf-life is determined based on applicable regulations.

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

DFM Foods has established effective mechanisms to inform consumers in the event of any significant discontinuations. These mechanisms involve the dissemination of information through various channels such as the company's website, publications, and social media accounts. By utilizing these communication platforms, DFM Foods ensures that consumers are promptly and transparently informed about any major changes or discontinuations related to its products or services. This proactive approach helps to maintain open and honest communication with consumers and allows them to stay updated on relevant developments.

## 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey 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)

Yes, DFM Foods provides additional information to help with consumer education and share nutrient profile and other aspects of the product for the benefit of the consumers. While there are mandatory requirements laid down by law to display product related information, DFM Foods takes steps to provide additional information keeping consumer satisfaction and engagement as primary focus.

For example, the Guideline Daily Amount (GDA) labeling system is present on front-of-pack of label which provides guidance on the daily energy intake and key defined nutrients to enable consumer to make informed choice at the time of purchase.

Additionally, portion guidance is also included on labels to guide consumer on overall responsible consumption of the product as a part of their balanced lifestyle i.e. along with other foods. DFM Foods also includes “Do not litter” logo as a part of our social responsibility on the packs, to educate consumers. Furthermore, there are wrappers that carry information stating “Designed to be recyclable” to enable a responsible consumer and promote segregation at source.

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

**a) Number of instances of data breaches along-with impact**

There had been no instances of data breach recorded by the company. In any instance, DFM Foods is prepared for any cyber security risks through its risk management policy.

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

Not applicable

**-- End of Report --**



