

## Business Responsibility and Sustainability Report

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# Message to the Stakeholders



Dear Stakeholders,

In line with its deep-rooted commitment towards inclusive growth and the disclosure requirements laid out by the Securities and Exchange Board of India (SEBI), CCL Products (India) Limited is pleased to present its Business Responsibility and Sustainability Report (BRSR) for the financial year 2024-25. The report outlines the Company's strategy, goals, policies and performance against key Environmental, Social and Governance (ESG) pillars prescribed by the nine principles of the National Guidelines for Responsible Business Conduct (NGRBC).

On the financial front, the Company demonstrated resilient outcomes during the reporting year, with an 18% increase in revenue and 21% increase in Earnings Before Interest and Taxes (EBIT) on a standalone basis, while encountering headwinds such as geopolitical tensions, labour shortages, green coffee price rise due to adverse weather-driven supply scarcity and rising competition, among others. The Company worked diligently to tackle these risks by focusing on operational efficiency, strategic collaboration with upstream and downstream value chain partners, employee welfare and skill development, integration of renewable energy, capacity expansion and a continued focus towards value-added products. Its efforts during the reporting period echo the belief that collaboration, efficiency, transparency, accountability and purpose-driven leadership are the cornerstones of enduring progress – for shareholders, employees, communities, value chain partners and the planet at large. The Company's purpose is to harness the power of coffee to create resilient ecosystems, dignified livelihoods, inclusive growth and responsible innovation. Grounded in sustainability and driven by excellence, it stands committed to redefining global coffee standards through conscience and care.

## Key ESG initiatives undertaken during FY 2024-25

**Circularity in operations** – The Company continued to utilize spent coffee waste in boiler operations for the purpose of generating steam, owing to its high energy content. In doing so, the dependence on fossil coal was kept low and organic waste was diverted away from the landfills. The Company continues to identify similar avenues to derive wealth from waste through a range of process optimization and design related interventions.

**Integration of renewable energy** – In order to reduce its dependence on grid electricity and mitigate the associated indirect greenhouse gas emissions, the Company has been exploring options for renewable power use in its manufacturing facilities. During the reporting period, electricity generated from the Company's solar plant at its Kuvvakolli manufacturing facility led to an avoidance of 955 tCO<sub>2</sub>-e indirect greenhouse gas emissions. During the reporting period, the Company extensively interacted with renewable energy developers in order to evaluate additional renewable energy delivery models from perspective of techno-commercial feasibility.

**Investments to optimize environmental impact** – The Company made significant investments in capital assets as well as Research & Development (R&D) in order to bring about integrated operational benefits in production processes, such as cost reduction, cycle time reduction, yield improvement, component longevity, waste minimization, energy optimization and carbon

footprint reduction. Key investments in this area included deployment of mechanized micro grinders, liquid Nitrogen assisted grinding systems, Advanced Concentration systems and Vapour Compression Refrigeration systems.

**Sustainable sourcing** – Country-specific regulations and consumers' growing inclination towards ethically sourced products led the Company to integrate principles of sustainable sourcing in its procurement processes. During the reporting period, suppliers representing 90% of procurement spend affirmed their commitment to responsible business conduct through contractual requirements and adherence to the Company's Responsible Sourcing Policy, which is built around ESG thematic areas such as fair wages, prevention of child / forced labour, ethical corporate practices and environmental stewardships, among others.

**Employee well-being** – Employees have been the chief drivers of the Company's success since its inception. Concurrently, employee well-being has always been a high priority area for the Company, in line with its broader business goals. During the reporting period, the Company continued to implement employee welfare initiatives over and above the ones stipulated by law. Meritorious children of eligible employees received education scholarships, empowering their aspirations. The housing loan reimbursement program helped to ease financial burdens upon eligible employees, while they pursued their home ownership ambitions. Human resource practices and policies were strengthened in order to enhance employee engagement and drive talent retention. All employees were enrolled in training programmes over a range of relevant subject matter, so as to drive capability development and employee satisfaction.

#### **CCL's ESG Outlook for FY 2025-26**

As the course towards the coming financial year is charted, the Company recognizes that sustainability is a shared journey. Anchored by value chain collaborations, climate resilience and meaningful stakeholder engagement, its roadmap for FY 2025-26 reflects a decisive shift towards integrated sustainable development and inclusive growth.

The Company has approved the commissioning of a third-party off-site hybrid wind-solar power plant, marking a critical step in its transition towards a low-carbon future. By combining solar and wind energy generation, the project shall not only lead to reduction in indirect greenhouse gas emissions associated with grid electricity purchase but also deliver a more reliable and consistent power supply by combining the complementary nature of both sources, where one compensates for the intermittency of the other.

With a view of bringing about efficiencies and stakeholder welfare in the supply chain, the Company shall look to strengthen the capacity of its upstream coffee farmers through a range of sustainable agricultural practices. By equipping growers with practical tools and knowledge through this multi-stakeholder partnership-based approach, the Company aims to foster resilience at the grassroots and uplift livelihoods within coffee-farming communities of Andhra Pradesh. The Company would also look to deploy a post-harvest coffee processing facility for farmers, which is designed to strengthen local livelihoods and enable access to new markets, through decentralized and eco-efficient operations. By equipping farming communities with the aforesaid infrastructure and practical know-how, the Company aims to conserve vital natural resources and scale up inclusive value creation.

As the Company steadfastly moves towards its sustainable development journey, I extend my heartfelt thanks to all its stakeholders. Your support continues to drive its progress into new frontiers where life, nature and business converge to create lasting value for all. I invite you to explore this in-depth report for meaningful insights into how the Company looks to shape up a more sustainable and inclusive world.

Name: Challa Srishant  
Managing Director, CCL Products (India) Limited  
DIN: 00016035

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L15110AP1961PLC000874
2	Name of the Listed Entity	CCL Products (India) Limited
3	Year of incorporation	1961
4	Registered office address	Duggirala, Guntur, Andhra Pradesh - 522330, India
5	Corporate Address	8-2-269/4A, Road No.2, Banjara Hills, Hyderabad, Telangana - 500034, India
6	Email	companysecretary@cclproducts.com
7	Telephone	+91 40 23730855
8	Website	www.cclproducts.com
9	Financial year for which reporting is being done	2024-25
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) & BSE Limited (BSE)
11	Paid-up capital	INR 267,055,840
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Sridevi Dasari companysecretary@cclproducts.com +91-40-23730855
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).	The disclosures in this report are made on a standalone basis.
14	Name of assessment or assurance provider	None
15	Type of assessment or assurance obtained	None

## II Products/ Services

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

S. No.	Description of the Main Activity	Description of the Business Activity	% of turnover the entity
1	Manufacturing	Food & Beverages (Coffee and coffee-related products)	99.15

### 17 Products/services sold by the entity (accounting for 90% of the entity's turnover):

S. No.	Product/Service	NIC Code	% of total turnover Contributed.
1	Coffee and coffee-related products	10792	99.15

## III Operations

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

Location	Number of Plants	Number of offices	Total
National	3	2	5
International	-	-	-

### 19 Markets served by the entity

#### a. Number of locations

Locations	Number
National (No. of states)	28 (the Company's product outreach covers all states in India)
International (No. of countries)	100+ (the Company has a wide global customer base in over 100 countries)

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

76.49%

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

The Company supplies its products to a diverse set of customers including brand owners, retailers, manufacturers, traders, repackers and other entities that have applications for coffee products in their processes. These customers are located in domestic as well as international markets.

#### IV Employees

##### 20 Details at the end of the Financial Year:

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

S. Si No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	1331	1252	94%	79	6%
2.	Other than permanent (E)	14	13	93%	1	7%
3.	<b>Total employees (D + E)</b>	<b>1345</b>	<b>1265</b>	<b>94%</b>	<b>80</b>	<b>6%</b>
WORKERS						
4.	Permanent (F)	27	23	85%	4	15%
5.	Other than permanent (G)	2220	949	43%	1271	57%
6.	<b>Total workers (F + G)</b>	<b>2247</b>	<b>972</b>	<b>43%</b>	<b>1275</b>	<b>57%</b>

###### b. Differently abled employees and workers

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

##### 21 Participation/Inclusion/Representation of women

	Total (A)	No. and % of females	
		No. (B)	% (B / A)
Board of Directors	10	2	20.00%
Key Management Personnel	3	1	33.33%

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

	FY 2024-25 (Turnover rate in current FY)			FY 2023-24 (Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the year to the previous year)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	16.19%	10.59%	15.91%	7.78%	1.89%	8.00%	9.00%	2%	11%
Permanent workers	4.25%	0.00%	4.03%	11.98%	5.66%	11.56%	11.99%	0.23%	12.15%

**V Holding, subsidiary and associate companies (including joint ventures)**

**23. (a) Names of holding / subsidiary / associate companies / joint ventures**

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether Holdings/ subsidiary/ associate/ joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Continental Coffee Private Limited, India	Wholly Owned Subsidiary	100%	No
2	CCL Food and Beverages Private Limited, India	Wholly Owned Subsidiary	100%	No
3	Ngon Coffee Company Limited, Vietnam	Wholly Owned Subsidiary	100%	No
4	Continental Coffee SA, Switzerland	Wholly Owned Subsidiary	100%	No
5	Jayanti Pte Limited, Singapore	Wholly Owned Subsidiary	100%	No

**VI CSR details**

**24 (i) Whether CSR is applicable as per section 135 of Companies Act, 2013 - Yes**

**(ii) Turnover (in ₹ Cr, as on March 31, 2025) – 1718.00**

**(iii) Net worth (in ₹ Cr, as on March 31, 2025) – 1188.48**

## VIII Transparency and disclosure compliances

### 25 Complaints/grievances on any of the principles (principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC):

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/No) If Yes, then provide web-link for grievance redress policy	FY 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, community members can send their concerns or grievances to the Company's registered office. The Company has also placed manual registers at each factory, for capturing grievances of community members and ensuring their resolution in a just, fair and timely manner. The grievances are reviewed by various factory managers and the Company Secretary, and remedial measures are undertaken as per internally defined protocols. The above may be located in the company's CSR policy: <a href="https://www.cclproducts.com/wp-content/uploads/2025/07/CSR-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2025/07/CSR-Policy.pdf</a>	0	0	-	0	0	-
Investors (other than shareholders)	Not applicable, as the Company does not have investors other than shareholders.	0	0	-	0	0	-
Shareholders	Yes, the Company has a designated email address for shareholders to raise their grievances <a href="mailto:investors@continentalcoffee.com">investors@continentalcoffee.com</a> . Shareholder grievances are also resolved by the Company's Registrar and Transfer Agent (Venture Capital and Corporate Investments Private Limited) through its email <a href="mailto:investor.relations@vccpi.com">investor.relations@vccpi.com</a> . Relevant information may additionally be located at: <a href="https://www.cclproducts.com/investors/#contact">https://www.cclproducts.com/investors/#contact</a>	33	0	All the complaints received were attended to and addressed in a responsible manner and within the prescribed timelines.	39	0	All the complaints received were attended to and addressed in a responsible manner and within the prescribed timelines.
Employees and workers	The Company possesses a structured and well-defined mechanism for receiving, evaluating and reviewing grievances from employees and workers, related to workplace aspects around human resources and corporate governance. The web link for the same is: <a href="https://www.cclproducts.com/wp-content/uploads/2025/07/Grievance-Redressal-Procedure-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2025/07/Grievance-Redressal-Procedure-Policy.pdf</a>	0	0	-	0	0	-



Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/No) If Yes, then provide web-link for grievance redress policy	FY 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
<b>Customers</b>	Yes, the Company encourages its customers to communicate grievances through its dedicated customer support channels such as helplines, email addresses, online contact forms on its D2C website and social media platforms. Grievances are reviewed by the Customers Relations Officer, and remedial measures are undertaken as per internally defined protocols. The grievance redressal mechanism may be located at: <a href="https://www.cclproducts.com/wp-content/uploads/2025/07/Stakeholder-Engagement-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2025/07/Stakeholder-Engagement-Policy.pdf</a>	51	0	All the complaints received were attended to and addressed in a responsible manner and within the prescribed timelines	0	0	-
<b>Suppliers</b>	Yes, periodic meetings are held with suppliers to address any issues or concerns faced by them. Additionally, Suppliers can also raise their grievances through call / text / emails to respective points of contact within the sourcing function at the Company. The weblink for the same is: <a href="https://www.cclproducts.com/wp-content/uploads/2025/07/Stakeholder-Engagement-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2025/07/Stakeholder-Engagement-Policy.pdf</a>	0	0	-	0	0	-

*Note: Grievances represented in the above table correspond to material stakeholders' engagement activities that have taken place.*

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In Case of Risk, Approach to adapt or mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
1	Energy and GHG Management	Opportunity	As sustainability gains global prominence, companies adopting energy-efficient manufacturing practices can optimize their costs, thereby enhancing their brand, improving margins and strengthening competitiveness. Renewable energy integration and deployment of low carbon technologies help companies to reduce respective carbon footprints and contribute towards India's climate goals. In line with these ideologies, the Company actively pursues avenues around fuel substitution, energy and resource efficiency, and deployment of renewable energy to optimize costs and its broader environmental impact.	Not applicable	<b>Positive</b> - Investing in renewable energy helps reduce operational costs by lowering dependence on grid electricity and fossil fuels. Expanding renewable capacity ensures long-term cost stability, shielding the company from fluctuating energy prices and supply. Enhanced energy efficiency initiatives help to reduce cost of production, thus improving profit margins while supporting sustainability goals.
2	Climate Change	Risk	The World Economic Forum identifies extreme weather events due to climate change as one of the leading short and long-term risks in its 2025 Global Risks Report. The Company aligns with this assessment and acknowledges risks pertaining to business continuity disruptions due to climate change, in its own operations as well as the upstream value chain. Extreme weather events near the Company's manufacturing facilities have a potential to cause asset damage, disrupt logistics and hamper employee movement. Physical climatic hazards in coffee farms may potentially lead to crop damage and supply disruptions, ultimately impacting the Company's production and sales.	While its infrastructure is designed to withstand evolving weather patterns, the Company is continually striving to strengthen other critical aspects associated with its operations. It is actively working to build a more agile logistics network that can better navigate climate-related disruptions and ensure timely and reliable logistics, both inbound and outbound. Concurrently, the Company has commenced the promotion of sustainable farming techniques among its coffee farming communities, helping them adapt to environmental changes, safeguard crop quality, and ensure long-term supply security. Through these ongoing efforts, the Company aims to build a more climate-resilient and dependable value chain, one which mutually benefits itself and the upstream value chain partners.	<b>Negative</b> - Changing weather patterns and extreme weather events may lead to lower yields and more frequent crop failures, driving up the cultivation costs for farmers. These unpredictable conditions have the potential to cause irregular harvests and logistical disruptions for the Company, leading to stock shortages or increased reliance on expensive contingency supply routes. Compounding these challenges, unstable growing environments driven by climate change can affect bean quality, potentially reducing product value and impacting customer satisfaction.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In Case of Risk, Approach to adapt or mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
3	Water and Wastewater Management	Risk and Opportunity	<p><b>Risk</b> - Given the nature of operations, the Company has a significant reliance on water for its production processes, making itself susceptible to changing rainfall patterns and water shortages due to groundwater depletion. Fluctuations in water availability can impact production and supply schedules, while wet processing methods generate wastewater that must be managed responsibly to prevent environmental damage. Adoption of sustainable water management practices is crucial for long-term stability and sustainability of the Company.</p> <p><b>Opportunity</b> - The Company sees opportunities to boost its resource efficiency and improvement in margins by investing in water conservation initiatives. Rainwater harvesting and wastewater recycling help to reduce dependence on external sources, cutting costs and ensuring a stable supply. Eco-friendly processing methods limit wastewater generation, enhancing environmental compliance and operational resilience.</p>	<p>The Company looks to mitigate water-related risks through a range of sustainable water management initiatives. Zero Liquid Discharge (ZLD) systems have been deployed at production facilities, thus ensuring internal recycling of wastewater and prevention of local water bodies' contamination. Rainwater harvesting structures have also been built to store and utilize rainwater for production.</p>	<p><b>Negative</b> - Water shortages due to growing industrialization and human population have the potential to place acute and chronic financial burden on the Company. Cost of water and other related products, services and raw materials are likely to escalate due to limited availability and increasing competition. Supply constraints could disrupt production efficiency, leading to delays and increased expenses for alternative sourcing.</p> <p><b>Positive</b> - By implementing ZLD systems, the Company reduces wastewater treatment costs, and minimizes regulatory risks and contingent liabilities associated with water discharge. Rainwater harvesting and process efficiency measures help to lower external water requirement, leading to savings in operating costs.</p>
4	Responsible Procurement	Risk and Opportunity	<p><b>Risk</b> - The Company identifies responsible procurement as a risk due to its global coffee supply chain, where unethical sourcing practices, such as deforestation or unfair labour practices, could occur. Failure to ensure sustainable and ethical procurement may lead to regulatory penalties, business continuity challenges and reputational damage. Growing customer and investor demand for ESG compliance further heightens the risk, potentially impacting market share and financial performance if not addressed proactively.</p> <p><b>Opportunity</b> - The Company also views responsible procurement as an opportunity to enhance its brand reputation, market competitiveness and stakeholder partnerships. By sourcing coffee sustainably and ethically, the Company can not only attract eco-conscious customers and investors, but also potentially increasing its sales and market share. Assisting suppliers with capability development around pillars of responsible procurement shall also help to foster long-term partnerships, innovation and cost efficiencies.</p>	<p>The Company monitors its suppliers' ESG commitment through a Responsible Sourcing Policy. It has also acquired a number of national and international certifications, affirming its commitment to responsible sourcing. In order to ensure alignment with its ESG goals, the Company looks to actively collaborate with upstream value chain entities through a range of partnership-based initiatives.</p>	<p><b>Negative</b> - Responsible procurement risks can lead to financial setbacks for the Company. Unethical sourcing practices may incur regulatory fines, loss of operating license, supply chain disruptions and higher compliance costs. Reputational damage could erode customer loyalty, reducing sales and market share.</p> <p><b>Positive</b> - Responsible procurement can secure a number of long-term financial benefits for the Company. Development of suppliers' ESG capability would lead to reduction in procurement expenses, which would have otherwise been incurred in frequent supplier searches, audits and onboarding, which are costly and time consuming. Consistent partnerships with compliant suppliers streamline procurement processes, reduce transaction costs and mitigate risks of supply chain disruptions, ultimately lowering overall expenses.</p>

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In Case of Risk, Approach to adapt or mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
5	Occupational Health and Safety	Risk	Occupational health and safety risks pose a serious challenge by affecting workers and overall productivity. To counter these risks, the Company has implemented strict safety protocols based on applicable regulations and industry benchmarks. Despite the above efforts, the Company recognizes the possibility of health and safety incidents occurring due to human lapses or equipment failures.	Health and safety measures are reinforced through trainings, policies, audits, risk assessments, mock drills and incident investigations, HIRA and Permit to Work systems help detect and resolve workplace hazards, fostering accountability and continuous improvement.	<b>Negative</b> - Workplace accidents and injuries can lead to compensation claims, medical expenses and legal penalties for safety violations. Such instances also cause production downtime and delays in supply to customers.
6	Human Capital Management	Risk and Opportunity	<p><b>Risk</b> - The Company is exposed to human capital risks such as talent retention, skill shortages and man cost volatility. High turnover in key roles can disrupt operations and increase recruitment costs, while limited skilled manpower in the coffee industry may hinder the scalability of production. Rising wages in India, driven by economic growth, could lead to fluctuations in labour cost.</p> <p><b>Opportunity</b> - The Company sees opportunities to enhance operational efficiency by investing in employee well-being, learning and development and workplace culture transformation. Sustainable human resource management practices help to attract and retain top talent, reduce turnover and strengthen brand reputation. A well-managed workforce drives innovation, adapts to industry challenges, and helps to secure long-term business sustainability.</p>	<p>The Company considers its workforce to be its biggest asset. In line with this belief the Company has formulated comprehensive policies and operational practices around Human Resources, aimed towards mitigation of risks such as manpower shortages, employee turnover and skill gaps. It has made significant upgrades around training of employees, modernization of workplaces and extension of monetary benefits (such as ESOPs) to employees. The Company is actively pursuing avenues which would enhance employee morale and talent retention.</p>	<p><b>Negative</b> - High employee turnover increases recruitment and training expenses, straining operational budgets. Inefficient workforce management can reduce productivity, leading to lower output and increased manpower costs.</p> <p><b>Positive</b> - Investments in human capital management enhances productivity and reduces operating costs. Strong retention strategies minimize recruitment and training expenses while nurturing a stable and motivated workforce. A well-managed workforce drives innovation and business resilience, ensuring long-term profitability.</p>
7	Economic Performance	Opportunity	The company is leveraging surging global coffee demand driven by rising disposable incomes in emerging markets to expand its footprint. As a leading, instant coffee manufacturer, it is well-positioned to supply high-quality, cost-competitive products to growing markets. The rise of premium coffee trends, including specialty instant and ready-to-drink options, aligns with its expertise in customized blends. Strategic investments in innovation and market expansion will enhance profitability and long-term growth.	Not applicable	<b>Positive</b> - Expanding into growing global coffee markets increases revenue potential and strengthens financial stability. Offering premium coffee products enhances profit margins and brand positioning. A broader market presence attracts investors and partnerships, fueling long-term growth.
8	Data Privacy and Security	Risk	With increasing digitization and reliance on IT systems across value chain, data privacy and security poses significant risks for the Company, in the form of loss of business critical information through cyberattacks, data breaches and unauthorized access to information. To safeguard its information and digital assets, the Company must continue to invest in advanced security frameworks, employee awareness programs and robust compliance strategies.	The Company has implemented robust cybersecurity measures including access controls, encryption and regular audits. It has also established a comprehensive Cybersecurity and Data Privacy Policy, which lays out the guiding principles to safeguard sensitive information. A designated Grievance Officer has been appointed to address stakeholders' concerns related to data privacy and security.	<b>Negative</b> - Operational disruptions caused by cyber incidents can halt production, resulting in lost revenue and supply delays. Legal costs from information protection related lawsuits or compensation claims by stakeholders can strain the Company's financial resources.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In Case of Risk, Approach to adapt or mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
9	Compliance	Risk	The Company identifies potential failure to adhere to Indian / international regulatory and voluntary requirements as a risk. In addition to the statutory and traditional compliance requirements, the Company is expected to demonstrate compliance over a range of ESG issues such as human rights, responsible procurement, climate change and biodiversity, among others, owing primarily to international market requirements. Failure to comply with these requirements in a timely manner is bound to bring about market entry barriers for the Company in the future.	The Company has embedded a strong compliance culture in its operations. Business function heads and senior leadership oversee compliance reporting and audits at regular intervals to maintain transparency and integrity. Updates to existing compliance requirements and applicability of emerging regulations are evaluated by the Company's concerned business functions in a proactive manner.	<b>Negative</b> - Non-compliance with regulatory requirements can lead to legal penalties, fines, and restricted market access, thus impacting profitability.
10	Corporate Governance	Risk	Given the nature of operations and complexity of its value chain, the Company associates with a range of internal and external stakeholders to carry out its day-to-day business activities. In doing so, it is exposed to risks related to unethical practices, such as corruption and conflicts of interest, which can lead to legal, financial and reputational damage.	The Company has implemented strong governance structures, policies and management systems to enhance accountability and mitigate risks. By integrating the principles of ethics, integrity, transparency and accountability into its sustainability roadmap, it reinforces its corporate governance framework. The company is actively expanding stakeholder engagement to foster ethical decision-making and protect its reputation.	<b>Negative</b> - Inefficient corporate governance can lead to financial mismanagement, resulting in regulatory fines. Lack of transparency can erode investor confidence, affecting stock value and access to funding. Strengthening governance through ethical policies and accountability frameworks is essential to protect financial stability.
11	Human Rights	Risk	The Company identifies human rights as a risk not only due to its manpower-heavy manufacturing operations, but also due to its global coffee supply chain which could involve labour-intensive farming in regions prone to human rights abuses such as worker exploitation, child labour or forced labour.	The Company's workplace policies and practices around human resource management and occupational health and safety minimize human rights risks in own operations to a negligible magnitude. However, its upstream value chain comprises of stakeholders such as coffee farmers and trade houses, which are outside its direct sphere of influence and vulnerable to human rights related risks. In order to mitigate these risks, the Company monitors its suppliers' ESG commitment through a Responsible Sourcing Policy. It has also acquired a number of national and international certifications, affirming its commitment to responsible sourcing. In order to ensure alignment with its ESG goals, the Company looks to actively collaborate with upstream value chain entities through a range of partnership-based initiatives.	<b>Negative</b> - As the Company's major share of revenue is attributable to international markets, it is imperative that it keeps up with human rights related requirements emerging from such countries. Non-compliance with such requirements may lead to reputational damage and market entry barriers, thus affecting the Company's bottom line.
12	Risk Management	Risk	In context of global and domestic coffee industry trends, the Company is exposed to various operational, financial and strategic challenges. Its reliance on key customers and fluctuating coffee bean prices can impact profitability, while regulatory changes and supply chain disruptions add complexity. Trends like increasing competition, environmental hazards and geopolitical instability further complicate risk management, requiring robust strategies to maintain market position.	The Company systematically reviews operating risks in accordance with its Risk Management policy, ensuring proactive identification and mitigation of potential threats. This process, overseen by the Risk Management Committee, includes continuous risk assessments and compliance evaluations.	<b>Negative</b> - Failing to effectively manage operating risks can lead to several financial setbacks for the Company. Unaddressed or inadequately addressed risks may result in unexpected financial burden, regulatory penalties and unforeseen liabilities that could hamper the Company's bottom line.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In Case of Risk, Approach to adapt or mitigate	Financial Implications of the Risk or Opportunity (Indicate Positive or Negative Implications)
13	Customer Relations	Risk and Opportunity	<p><b>Risk</b> - Customers play a pivotal role in shaping the success and sustainability of coffee-producing companies. Their preferences drive business strategies, innovation, quality and improvements. Negative customer experiences, whether due to inconsistent product quality, ethical concerns in sourcing, or supply chain disruptions, can lead to loss of trust and declining sales. Additionally, fluctuating coffee prices create uncertainty, making it difficult to maintain stable pricing for consumers, which can drive them to competitors.</p> <p><b>Opportunity</b> - Strengthening engagement with customers shall allow the Company to understand evolving preferences, tailor products and improve quality, thus strengthening its competitive edge. Positive customer experiences shall facilitate widespread promotion, increasing demand and market penetration. Companies that leverage consumer feedback and embrace sustainability can establish long-term growth and industry leadership.</p>	<p>The Company mitigates the risk of customer fallout by ethically sourcing finest ingredients, resources and raw materials, and manufacturing high quality products in line with applicable guidelines and customer requirements. It also strives to capture customer feedback through a range of platforms and works proactively towards resolution of customer issues and queries. The Customer Relations team reviews all the complaints and provides remedial measures based on internal protocols.</p>	<p><b>Negative</b> - Negative experiences such as inconsistent product quality, unethical sourcing, or supply delays can shrink product demand, resulting in declining revenues.</p> <p><b>Positive</b> - A loyal customer base ensures consistent demand, leading to predictable revenue streams and reduced impact through market fluctuations. Satisfied customers often advocate for the brand, thus indirectly reducing marketing expenses while increasing organic growth.</p>

## 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.

### Policy and management processes

#### 1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)

P1	P2	P3	P4	P5	P6	P7	P8	P9
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

#### 1. b. Has the policy been approved by the Board? (Yes/No)

P1	P2	P3	P4	P5	P6	P7	P8	P9
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

#### 1. c. Web-link of the policies, if available.

P1	P2	P3	P4	P5	P6	P7	P8	P9
The Policies covering the NGRBC principles are available on the Company's website and can be accessed at <a href="https://www.cclproducts.com/investors/">https://www.cclproducts.com/investors/</a>								

#### 2 Whether the entity has translated the policy into procedures. (Yes / No)

P1	P2	P3	P4	P5	P6	P7	P8	P9
Yes								

#### 3. Do the enlisted policies extend to your value chain partners? (Yes/No)

P1	P2	P3	P4	P5	P6	P7	P8	P9
Yes, however not all the enlisted policies extend to the value chain partners. The Company ensures that suppliers / contractors comply with the law of the land by incorporating relevant clauses in their respective purchase orders, contracts, agreements and terms and conditions of the tenders.								

**4 Name of the national and international codes/certifications/labels/standards (e.g. Forest stewardship council, Fairtrade, Rainforest alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) mapped to each principle.**

P1	P2	P3	P4	P5	P6	P7	P8	P9
<ol style="list-style-type: none"> <li>1. BRC- Version 8 with A Grade (British Retail Consortium) - Global Standard for Food</li> <li>2. IFS - Food Version 7 with Higher Level (International Featured Standards) - International Food Standard.</li> <li>3. Organic Coffee Certificate (Processing &amp; Trading)</li> <li>4. Fair Trade Certificate</li> <li>5. Halal Certificate</li> <li>6. Kosher Certificate</li> <li>7. FSSAI License - Food Safety Standards Authority of India</li> <li>8. BIS License - Bureau of Indian Standards (ISI) License</li> <li>9. UTZ Certificate (Chain of Custody Standard - Coffee)</li> <li>10. US.FDA Certificate of Registration</li> <li>11. RFA Endorsement certificate</li> <li>12. SGP (Supplier Guiding Principles and Human Rights Policy Assessment)</li> <li>13. ICS (Initiative for Compliance and Sustainability)</li> <li>14. SA 8000 (Social Accountability Audit)</li> <li>15. SMETA (Sedex Members Ethical Trade Audit)</li> <li>16. URSA (Understanding Responsible Sourcing Audit)</li> <li>17. Risk Assurance Certification</li> <li>18. FTUSA (Fair Trade USA Certification)</li> <li>19. CTPAT (Customs Trade Partnership Against Terrorism)</li> </ol>								

**5. Specific commitments, goals, and targets set by the entity**

P1	P2	P3	P4	P5	P6	P7	P8	P9
<p>Specific commitments, goals and targets set by entity for FY 2025-26:</p> <ol style="list-style-type: none"> <li>1. The Company is committed to conducting regular evaluations and monitoring of its suppliers to ensure alignment with applicable sustainability standards and regulations. [P2]</li> <li>2. The Company aims to deepen its internal ESG know-how by expanding its learning &amp; development division with the objective of providing well-rounded and comprehensive trainings to all employees and workers. The program shall be centered around the Company's environmental initiatives, social responsibility measures, employee welfare, safe working practices and corporate governance principles, with the objective of promoting informed participation at all organizational levels. [P3]</li> <li>3. The Company is committed to reduce its dependence on non-renewable resources. It shall continue to invest in technologies and practices that support resource conservation and fuel substitution, with a long-term focus on minimizing environmental impact and safeguarding natural resources for future generations. [P6]</li> <li>4. The Company intends to enhance its participation with relevant government agencies and industry chambers, over pertinent business topics. [P7]</li> </ol>								



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

P1	P2	P3	P4	P5	P6	P7	P8	P9
<p>Performance of the entity against specific commitments, goals and targets for FY24-25:</p> <ol style="list-style-type: none"> <li>Suppliers representing 90% of procurement spend have been assessed and have undergone due diligence against applicable legislative requirements and ESG standards. Corrective actions have been recommended wherever non-compliances were identified. [P2]</li> <li> <ol style="list-style-type: none"> <li>During FY 24-25, all of the Company's manufacturing operations underwent internal as well as external assessments as per voluntary and regulatory health &amp; safety standards and guidelines.</li> <li>During FY 24-25, the Company conducted a number of training programmes to educate all employees and workers on various facets of applicable ESG requirements. [P3]</li> </ol> </li> <li>During FY 24-25, the Company actively engaged with all its stakeholders with the objective of not only identifying and addressing their grievances but also fostering mutual and inclusive growth. The Company carries out stakeholder engagement activities in accordance with its Stakeholder Engagement Policy, which is publicly available on the company website at <a href="https://www.cclproducts.com/wp-content/uploads/2025/07/Stakeholder-Engagement-Policy.pdf">https://www.cclproducts.com/wp-content/uploads/2025/07/Stakeholder-Engagement-Policy.pdf</a> [P4]</li> <li>With a view to reduce dependence on non-renewable resources, the Company actively pursued initiatives around energy efficiency and fuel substitution during FY 24-25. Capex investments such as deployment of a Vapour Compression Refrigeration system in manufacturing, R&amp;D investments around Advanced Concentration system and Microgrinder, and reduction in the usage of boiler coal by increasing the uptake of green fuels such as husk, spent coffee waste reinforced the Company's commitment towards strengthening its environmental footprint. The Company is also looking to increase its renewable energy adoption rate by evaluating proposals around hybrid wind-solar energy. [P6]</li> <li>With a view of enhancing the Company's reputation as a responsible and inclusive corporate citizen, it actively participated in industry events and forums hosted by national-level agencies such as CII, FICCI, ASSOCHAM and FTCCI over a range of business and ESG topics. [P7]</li> </ol>								

**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)**

P1	P2	P3	P4	P5	P6	P7	P8	P9
Please refer the Managing Director's message to Stakeholders on page 71.								

**8. Details of the highest authority responsible for implementation and oversight of the business responsibility policy/policies**

P1	P2	P3	P4	P5	P6	P7	P8	P9
Sri Praveen Jaipuriar, Chief Executive Officer								

9. Does the entity have a specified committee of the Board/ Director responsible for decision-making on sustainability-related issues? (Yes / No). If yes, provide details.

P1	P2	P3	P4	P5	P6	P7	P8	P9
<p>Yes, the Corporate Social Responsibility Committee is entrusted with the responsibility of taking decision on ESG issues. Sri Durga Prasad Kode (DIN: 07946821) is the Chairman of the Committee and the committee comprises of the following members:</p> <p>1) Sri Durga Prasad Kode (DIN: 07946821)</p> <p>2) Sri Sudhakar Ambati (DIN: 01080550)</p> <p>3) Smt. Kulsoom Noor Saifullah (DIN: 02544686)</p> <p>4) Smt. Challa Shantha Prasad (DIN: 00746477)</p>								

10 Details of review of NGRBCs by the company:

Subject for review	Indicate whether the review was undertaken by Director/committee of the board/ any other committee										Frequency (Annually/ half-yearly/ quarterly/ any other – please specify)									
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9		
Performance against above policies and follow up action	Business review meetings are conducted on a monthly basis where the Company's CEO & Managing Director evaluate progress against internally defined KRAs, along with various business function heads.										Monthly									
Compliance with statutory requirements of relevance to the principles, and, the rectification of any non-compliances	Compliance Schedule with respect to various statutory requirements is placed before the Board of Directors on a periodic basis.										Periodically									

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

P1	P2	P3	P4	P5	P6	P7	P8	P9
CCL employs a comprehensive and well-structured business process review framework that is meticulously designed to ensure the effective implementation of critical policies. Some of the principles are reinforced through application of external audits, which provide an unbiased evaluation, and internal audits, which offer a continual and in-depth assessment of processes and compliance. Together, they form a robust system to maintain transparency, accountability, and adherence to established standards.								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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)	NA	NA	NA	NA	NA	NA	NA	NA	NA

## 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 programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of directors	2	(i) Changes and amendments in the Companies Act, 2013 (ii) Changes in the SEBI (LODR) Regulations, 2015 & SEBI (PIT) Regulations, 2015	100
Key managerial personnel	3	(i) Changes and amendments in the Companies Act, 2013 (ii) Changes in the SEBI (LODR) Regulations, 2015 & SEBI (PIT) Regulations, 2015 (iii) Sustainability Principles to drive the Business forward	100
Employees other than BoD and KMPs	201	Quality, Packing, HR, Engineering, EHS, Warehouse, Production, Security, Social Audit, Safety, Technical, Sales	100
Workers	159	Quality, Packing, HR, Engineering, EHS, Housekeeping, Production, Security, Social Audit, Safety, Technical	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					
	NGRBC Principles	Name of the regulatory/ enforcement agencies/judicial institution	Amount (INR)	Brief of the Case	Has an appeal been preferred? (Y/N)
Penalty/fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding Fee	-	-	-	-	-

Non-Monetary				
	NGRBC Principles	Name of the regulatory/ enforcement agencies/judicial institution	Brief of the Case	Has an appeal been preferred? (Y/N)
Imprisonment	-	-	-	-
Punishment	-	-	-	-

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

Case details	Name of the regulatory/ enforcement agencies/ judicial institutions
-	-

- 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.

The Company is committed to maintaining the highest standards of integrity and ethical conduct in all its business dealings. Its Anti-Bribery and Anti-Corruption Policy applies to all individuals at all levels, including directors, and ensures compliance with all applicable domestic and foreign laws. The policy prohibits improper payments, gifts, or inducements of any kind to or from any person, including officials in the private or public sector, customers, and suppliers. It also outlines mechanisms to prevent, detect, and address any acts of bribery or corruption, ensuring such incidents are reported and handled with utmost attention and detail. The policy is available at <https://www.cclproducts.com/wp-content/uploads/2024/08/Anti-Bribery-Anti-Corruption-Policy.pdf>

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

	FY 2024-25	FY 2023-24
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of the directors	0	None	0	None
Number of complaints received in relation to issues of conflict of interest of the KMP's	0	None	0	None

**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.**

This section is not applicable as during FY 24-25, there were no fines / penalties / action taken by regulators / law enforcement agencies / judicial institutions, on cases of corruption and conflicts of interest.

**8 Number of days of accounts payable (Accounts payable \*365)/Cost of goods/services procured) In the following format.**

	FY 2024-25	FY 2023-24
Number of Days of account Payable	32	14

**9 Open-ness of Business**

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along with loans and advances and investment, with related parties, in the following format:

Parameters	Metrics	FY 2024-25	FY 2023-24
Concentration of purchase	a. Purchase from trading houses as % of total purchase	100%	100%
	b. Number of trading houses where purchases are made from	20	22
	c. Purchases from top 10 trading houses as % of total purchase from trading houses	94%	90%
Concentrations of sales	a. Sales to dealers/ distributors as % of total sales	82%	84%
	b. Number of dealers/distributors to whom sales are made	75	77
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	71%	65%
Share of RPTs in	a. Purchases (purchases with related parties/Total purchase)	11.91%	NIL
	b. Sales (Sales to related parties/Total sales)	18%	16%
	c. Loans and advances (Loans and advances with related parties/Total Loans and advances)	65%	9%
	d. Investments (Investments to related parties/ Total Investments made)	100%	100%

### Leadership Indicators

- 1 Awareness programmes conducted for value chain partners on any of the Principles during the financial year:** - Although the Company did not conduct any dedicated awareness programmes for value chain partners on any of the Principles during the reporting period, it remained committed to fostering integrity and accountability in its business conduct with various stakeholders. The Company communicates its ESG expectations to suppliers through its Responsible Sourcing Policy. Requisite two-way engagement channels have been established for other value chain partners such as dealers and customers, to ensure business dealings are carried out in an inclusive, responsible and transparent manner.
- 2 Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No)**  
**If Yes, provide details of the same.**

Yes, the Company has implemented a 'Code of Conduct for the Directors and Senior Management' (the 'Code'). This Code is accessible on the Company's website at <https://www.cclproducts.com/wp-content/uploads/2025/07/Code-of-Conduct-of-Board-of-Directors-and-Senior-Management.pdf>. The Code stipulates that directors and officers must avoid any activities or associations that create, or appear to create, a conflict between their personal interests and the Company's business interests. This includes situations where the potential for personal gain, whether direct or indirect, might influence or seem to influence their judgment or actions while performing their duties for the Company. Additionally, the Code mandates advancing the Company's interests.

Directors, Key Management Personnel (KMPs), and senior management are required to periodically disclose to the Board any material interests they have, in compliance with the provisions of the Companies Act 2013, directly or indirectly, or on behalf of third parties, in transactions or matters affecting the Company. They must also abstain from discussions and voting on any matters where they have, or may have, a conflict of interest, and share relevant information with other directors as appropriate.

**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 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	100%	NIL	<p>Key R&amp;D investments during FY 2024-25 are listed below:</p> <ol style="list-style-type: none"> <li>1. With the objective of delivering a premium-quality product with enhanced characteristics, a cryogenic grinding system has been commissioned. This technology ensures a more uniform Particle Size Distribution (PSD) and improved blending ability, as compared to conventional micro grinding methods.</li> </ol> <p>The process uses liquid nitrogen (LN<sub>2</sub>) to create cryogenic conditions, allowing materials to be ground in an inert, non-thermal environment. This prevents heat buildup, preserving product integrity and volatile components while enabling faster grinding and higher throughput.</p> <p>The inert nature of LN<sub>2</sub> ensures an emission-free, contamination-resistant process, contributing to both environmental sustainability and energy-efficient operations.</p> <ol style="list-style-type: none"> <li>2. Advanced concentration systems offer a modern, energy-efficient alternative to conventional multi-effect evaporators for coffee extract processing. By eliminating the need for steam, these systems reduce boiler fuel consumption, lower operating costs, and minimize emissions. Operating at low temperatures, they preserve aroma and bioactive compounds, ensuring superior product quality. The process is modular and quick to start, resulting in higher uptime and lower maintenance compared to traditional thermal systems.</li> </ol>
Capex	53.87%	52.41%	<p>A vapour compression refrigeration system was commissioned in FY 2024-25, replacing the existing steam-driven absorption refrigeration system. Unlike the previous system, which relied on thermal energy from steam, the newly implemented vapour compression system operates using mechanical energy derived from electrical power. This transition has led to a substantial reduction in steam demand, thereby achieving an estimated annual reduction of 17,651 kg of CO<sub>2</sub> emissions per annum.</p>

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

Yes, the Company has adopted a Responsible Sourcing policy that mandates suppliers to comply with regulatory as well as voluntary ESG related requirements. These include prohibiting trafficked and forced labour, ensuring freedom of association and collective bargaining, protecting human rights, providing a safe and hygienic working environment, prohibiting child labour, offering fair wages, adhering to working hours regulations, preventing discrimination, promoting humane treatment, committing to ethical corporate practices, and demonstrating environmental stewardship. Despite the complexity of its global supply chain, which involves sourcing raw materials and services from various parts of the world, the Company has successfully integrated responsible sourcing practices over time. It has overcome socio-economic and cultural constraints across different countries to ensure long-term sustainability. Additionally, the Company has implemented a Sustainability Policy, striving to use sustainably sourced ingredients in products and internationally accepted manufacturing standards in business.

Furthermore, the Company holds various certifications such as the Organic Coffee Certificate (Processing & Trading), Kosher Certification, BRC- Version 8 with A Grade (British Retail Consortium) and IFS - Food Version 7 with Higher Level (International Featured Standards), reinforcing its commitment to responsible sourcing practices.

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

Inputs representing 90% by procurement spend have been sourced sustainably.

**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.**

The Company's products do not lead to the generation of any e-waste or hazardous waste at the end of life. In order to manage plastic waste (including packaging) generated by customers at the end of life, the Company fulfils its Extended Producer Responsibility obligations (as per India's Plastic Waste Management Rules, 2016) through purchase of credits from authorized external waste management agencies.

**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 EPR plan submitted to Pollution Control Boards? If not, provide steps to address the same.**

Yes, as per Plastic Waste Management Rules, 2016 and Amendment dated July 2022, the Company has been duly registered with the Central Pollution Control Board under the category of Brand Owner. It also met the FY 2024-25 EPR target of 306 metric tons through purchase of equivalent credits from authorized external waste management agencies.

**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? – While the Company has not conducted Life Cycle Assessments for any of its products, it has subscribed to various global codes, certifications, labels and standards around product safety, quality and sustainability (as seen in section B of this report), which underscore its commitment to optimizing environmental and social impact across the business value chain.**

**2 If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same. – Not applicable as the Company has not conducted Life Cycle Assessments for any of its products.**

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

Indicate input material	Recycled or reused input material to total material	
	FY 2024-25	FY 2023-24
Energy consumption (on a GCV basis) in coal-fired boilers through organic spent coffee waste	26%	25%

**4 Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed of. – The Company did not reclaim any product-related end of life packaging materials. However, it met its FY 2024-25 EPR target of 306 metric tons through purchase of equivalent credits from authorized external waste management agencies. Collection of biodegradable coffee waste from end customers is not considered relevant owing to practical limitations.**

**5 Reclaimed products and their packaging materials (as a percentage of products sold) for each product category. – The Company did not physically reclaim its products and packaging materials.**



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

### Essential Indicators

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

Category	% of employees covered by														
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities		Housing loan interest reimbursement		Child education assistance	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	Number (G)	% (G/A)	Number (H)	% (H/A)
Permanent employees															
Male	1252	1252	100%	192	15%	NA	NA	0	0%	0	0%	181	14%	809	65%
Female	79	79	100%	9	11%	79	100%	NA	NA	0	0%	5	6%	51	65%
Total	1331	1331	100%	201	15%	79	100%	0	0%	0	0%	186	14%	860	65%
Other than permanent employees															
Male	13	13	100%	0	0%	NA	NA	0	0%	0	0%	0	0%	0	0%
Female	1	1	100%	0	0%	1	100%	NA	NA	0	0%	0	0%	0	0%
Total	14	14	100%	0	0%	1	100%	0	0%	0	0%	0	0%	0	0%

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

Category	% of workers covered by														
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities		Housing loan interest reimbursement		Child education assistance	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)	Number (G)	% (G/A)	Number (H)	% (H/A)
Permanent workers															
Male	23	23	100%	23	100%	NA	NA	0	0%	0	0%	1	4%	20	87%
Female	4	4	100%	4	100%	4	100%	NA	NA	0	0%	0	0%	4	100%
Total	27	27	100%	27	100%	4	100%	0	0%	0	0%	1	4%	24	89%
Other than permanent workers															
Male	949	949	100%	949	100%	NA	NA	0	0%	0	0%	0	0%	0	0%
Female	1271	1271	100%	1271	100%	1271	100%	NA	NA	0	0%	0	0%	0	0%
Total	2220	2220	100%	2220	100%	1271	100%	0	0%	0	0%	0	0%	0	0%

#### C Spending on measures towards the well-being of employees and workers (including permanent and other than permanent) in the following format:

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the company	0.21%	0.16%

## 2 Details of retirement benefits.

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	1%	68%	Y	1%	71%	Y
Others – superannuation	28.72%	0%	Y	40%	0%	Y

## 3 Accessibility of workplaces

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

Yes, the Company's offices are fully accessible to all employees, including those with disabilities. It actively engages with its employees to address and manage their mobility needs, ensuring their input is valued and incorporated into various accessibility initiatives.

## 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.

The Company is committed to creating an inclusive and diverse workplace where all employees are respected and valued. Its Equal Opportunity Policy ensures that employment decisions are based on merit, qualifications, and business needs, without discrimination based on race, color, religion, gender, age, disability, or other protected characteristics, in compliance with the Rights of Persons with Disabilities Act, 2016. The Company provides necessary infrastructure and reasonable accommodation for employees with disabilities, overseen by a designated Diversity & Inclusion Council. This policy applies to all employees and job applicants, promoting fairness and equality. Additionally, the Company offers training and resources to help employees understand and adhere to these principles, and has procedures to address any form of discrimination, harassment, or retaliation, fostering a supportive and productive work environment. The said policy is available at: <https://www.cclproducts.com/wp-content/uploads/2025/07/Equal-Opportunity-Policy.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 <sup>1</sup>	NA	NA	NA	NA
Female	100%	NA <sup>2</sup>	NA <sup>3</sup>	100%
<b>Total</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>	<b>100%</b>

<sup>1</sup> Not applicable as the Company does not have provision for paternity leaves.

<sup>2</sup> Not applicable as no female permanent employees took parental leaves during the previous reporting period.

<sup>3</sup> Not applicable as no female permanent workers took parental leaves during the reporting period.

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

	(If Yes, then give details of the mechanism in brief)
Permanent workers	Employees and workers are required to take up issues on a one-to-one basis with relevant officials at the Company within 3 days of encountering grievances. If unresolved, a formal written complaint is required to be submitted within 10-15 days, along with necessary details and evidence. HR acknowledges the complaint within 5 days, followed by an investigation spanning 15-20 days, with resolutions shared in 5-7 days and an appeal process allowing dissatisfied employees to seek a final decision from the CEO soon after. The Company is committed to protecting individuals from retaliation or negative repercussions for raising concerns in good faith and hence grievances and investigations remain strictly confidential, with access limited to those directly involved in the process. Any reports of retaliation are required to be promptly addressed through the grievance resolution procedure.
Other than permanent workers	
Permanent employees	
Other than permanent employees	

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

Category	FY 2024-25			FY 2023-24		
	Total employees workers in the respective category (A)	No. of employees/ workers in the respective category, who are part of the association(s) or Union (B)	% (B / A)	Total employees/ workers in the respective category (C)	No. of employees/ workers in the respective category, who are part of the association(s) or Union (D)	% (D / C)
Total permanent employees	1331	0	0%	759	0	0%
Male	1252	0	0%	717	0	0%
Female	79	0	0%	42	0	0%
Total permanent workers	27	0	0%	240	0	0%
Male	23	0	0%	231	0	0%
Female	4	0	0%	9	0	0%

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

Category	FY 2024-25					FY 2023-24				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No.(F)	% (F / D)
Employees										
Male	1265	1265	100%	1265	100%	731	731	100%	731	100%
Female	80	80	100%	80	100%	43	43	100%	43	100%
Total	1345	1345	100%	1345	100%	774	774	100%	774	100%
Workers										
Male	972	972	100%	972	100%	814	814	100%	814	100%
Female	1275	1275	100%	1275	100%	763	763	100%	763	100%
Total	2247	2247	100%	2247	100%	1577	1577	100%	1577	100%

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	1265	1265	100%	731	731	100%
Female	80	80	100%	43	43	100%
<b>Total</b>	<b>1345</b>	<b>1345</b>	<b>100%</b>	<b>774</b>	<b>774</b>	<b>100%</b>
<b>Workers</b>						
Male	972	972	100%	814	814	100%
Female	1275	1275	100%	763	763	100%
<b>Total</b>	<b>2247</b>	<b>2247</b>	<b>100%</b>	<b>1577</b>	<b>1577</b>	<b>100%</b>

**10 Health and safety management system:**

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

Yes, an Occupational Health and Safety Management system, based on applicable Indian Standards as per Factories Act, has been implemented at all manufacturing locations, warehouses and offices of the Company.

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

The Company has deployed a comprehensive Hazard Identification and Risk Assessment (HIRA) process to systematically identify potential health and safety risks. Workplace activities, equipment and operating environments are continually analyzed to detect hazards such as machinery malfunctions, chemical exposures or ergonomic issues. Risks are then

assessed for severity and likelihood, prioritized and mitigated through controls, training or engineering solutions, ensuring a safer workplace for employees and workers, which is compliant with regulations. The Company has also implemented a Permit to Work system in manufacturing operations, which mandates controls, worker authorization and supervision, thus minimizing risks through clear procedures and accountability. Mock safety drills are also conducted on a regular basis to evaluate preparedness against emergency scenarios.

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

Within production operations, sectional safety in-charges maintain incident registers which are meant to capture near misses, first aid cases, lost time injuries, medical treatment cases and unsafe acts, among others. Employees and workers, who are exposed to the aforesaid scenarios, are required to report the details of such incidents to respective safety in-charges. Based on the severity of the incident and risk to well-being of the concerned employee or worker, the line manager authorizes their removal from the associated activity.

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

The Company provides free-of-cost annual health checkups for all employees and workers. Employees & workers are provided with Medilaim group insurance and those who were not covered under Medilaim group insurance have access to social security benefits under the Employees' State Insurance Corporation scheme.

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

Safety incident/number	Category*	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one-million-person hour worked)	Employees	NIL	NIL
	Workers	NIL	NIL
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	NIL	NIL
No. of fatalities	Employees	NIL	NIL
	Workers	NIL	NIL
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NIL	NIL

\*Including in the contract workforce

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

The Company places significant emphasis on ensuring a safe and healthy workplace for all employees and workers. It has implemented comprehensive policies and procedures aimed at maintaining the highest standards of workplace safety and health. Regular evaluations and risk assessments of the work environment are conducted to identify and eliminate potential hazards involving unsafe acts. Targeted occupational health and safety training sessions are routinely conducted to educate the employees & workers on safe work practices. Emergency Preparedness and Response procedures have also been implemented at the manufacturing facilities to address contingencies arising through emergencies such as fires, gas leaks or natural disasters.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	0	0	-	0	0	-
Health & safety	0	0	-	0	0	-

**14 Assessments for the year**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working conditions	100%

**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.**

Not applicable as no significant risks or concerns arose from assessments of health & safety practices and working conditions during FY 2024-25. Moreover, no safety-related incidents took place during the same period.

### Leadership Indicators

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

A. Employee: Yes  
B. Workers: Yes

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

The Company ensures compliance with statutory obligations by verifying statutory returns filed by contractors before processing respective payments. This includes reviewing documentation and evidence of deductions and deposits, to confirm accuracy and adherence to regulations. Only after successful verification, the Company proceeds with payments.

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

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	0	0	0	0
Workers	0	0	0	0

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

No

- 5 Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions	Suppliers representing 90% of procurement spend have been assessed on ESG parameters including health & safety practices.
Working conditions	Suppliers representing 90% of procurement spend have been assessed on ESG parameters including working conditions.

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

The Company did not encounter any significant risks or concerns from the supplier assessments conducted during FY 2024-25, and hence there are no corrective actions to be reported. It has implemented a mechanism wherein new and existing vendors are subject to self-assessments covering social parameters such as health and safety, working hours and working conditions, among others. In case significant issues are identified, the Company proactively engages with the concerned supplier in order to facilitate remediation. In case the issues are still unaddressed, the Company reserves the right to terminate the supplier's contract and seek alternatives.

**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.**

The Company has developed a Stakeholder Engagement Framework for identification of Stakeholders. In line with this framework, the stakeholder identification process at the Company considers the following aspects in the identification process:

- Dependency – groups or individuals who are directly or indirectly dependent on the Company's activities, products or services and associated performance, or on whom the Company is dependent in order to operate.
- Responsibility – groups or individuals to whom the Company has, or in the future may have, legal, commercial, operational or ethical/moral responsibilities.
- Attention – groups or individuals who need immediate attention from the Company about financial, wider economic, social or environmental issues.
- Influence – groups or individuals who can have an impact on the Company or a stakeholder's strategic or operational decision-making.
- Diverse perspectives – groups or individuals whose versatile views can lead to a new understanding of business situations and identification of opportunities for actions that may not otherwise occur.

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

Stakeholder group	Whether identified as vulnerable & 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
Investors and shareholders	No	<ul style="list-style-type: none"> <li>• Annual General Meeting</li> <li>• Shareholder meets</li> <li>• Email</li> <li>• Stock Exchange (SE) intimations</li> <li>• Investor/analysts meet/ conference calls</li> <li>• Annual report, quarterly results media releases</li> <li>• Company's website</li> </ul>	Quarterly, annually and periodically as and when required	<ul style="list-style-type: none"> <li>• Share price appreciation</li> <li>• Dividends</li> <li>• Profitability and financial stability</li> <li>• Implementation of robust ESG practices</li> <li>• Growth prospects</li> <li>• Risks and opportunities</li> </ul>
Government / regulatory authorities	No	<ul style="list-style-type: none"> <li>• Reporting / filings</li> <li>• Submissions / applications</li> <li>• Industry forum meets</li> <li>• Representations in person</li> <li>• Attending workshops organized by regulatory authorities</li> </ul>	On periodic basis as provided under relevant legislations	<ul style="list-style-type: none"> <li>• Matters pertaining to compliance with applicable laws</li> <li>• Industry concerns</li> <li>• Changes in regulatory frameworks</li> <li>• Skill and capacity building</li> </ul>



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
Dealers	No	<ul style="list-style-type: none"> <li>Email</li> <li>Regular meetings</li> <li>In-person visits / interviews</li> <li>Satisfaction surveys</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Product quality and availability</li> <li>Responsiveness to customer needs</li> <li>After-sales service</li> <li>Safety awareness</li> </ul>
Customers	No	<ul style="list-style-type: none"> <li>Email</li> <li>Advertisements</li> <li>Website</li> <li>One-to-one communication channels</li> <li>In-person meetings</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Product quality</li> <li>Planning and forecasting</li> <li>Pricing and business plans</li> </ul>
Suppliers	No	<ul style="list-style-type: none"> <li>Email</li> <li>Supplier meetings</li> <li>In-person visits</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Production planning</li> <li>Invoicing</li> <li>Bill payments</li> <li>ESG capability development</li> </ul>
Employees and workers	No	<ul style="list-style-type: none"> <li>Email</li> <li>Meetings</li> <li>Notice board</li> <li>Website</li> <li>HR Management System</li> <li>Welfare camps and related activities</li> <li>Internal and external trainings</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Creation and implementation of transparent policies</li> <li>Equal opportunities</li> <li>Implementation of a system-driven culture which fosters professionalism and trust, thus motivating employees and subsequently enhancing retention</li> <li>Prioritization of upskilling, culture management and workplace safety, in order to strengthen employee relations and ensuring smooth business operations.</li> </ul>
Bankers	No	<ul style="list-style-type: none"> <li>Periodic meetings</li> <li>Periodic reporting</li> <li>Email</li> </ul>	As per requirement	<ul style="list-style-type: none"> <li>Strengthening understanding of banking compliances</li> <li>Maintaining rapport with banking partners</li> <li>Banking / credit facilities</li> </ul>

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
Communities	No	<ul style="list-style-type: none"> <li>Meetings of community representatives, local authorities and the Company's location heads</li> <li>Community visits and CSR projects in partnership with local charities</li> <li>Volunteering activities</li> <li>CSR Partners' meet directly or through the Company's foundation</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Integrated water management and availability of clean water</li> <li>Natural resource management</li> <li>Livelihood support</li> <li>Disaster relief</li> <li>Education</li> <li>Skill development</li> <li>Farmer safety</li> </ul>
Industry and trade associations	No	<ul style="list-style-type: none"> <li>Email</li> <li>Regular meetings</li> <li>Periodic reports</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Deliberations on policies</li> </ul>
Professionals and consultants	No	<ul style="list-style-type: none"> <li>Email</li> <li>Need-based meetings</li> <li>Periodic reports</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Compliance with legal requirements</li> <li>Advice on business, legal, tax and ESG related issues</li> </ul>

#### 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.**

Key results, business requirements, issues, concerns and grievances of external stakeholders are captured by respective points of contact and business function heads at the Company and addressed in a timely and comprehensive manner as per defined protocols. Matters requiring top management intervention are taken up with the Board of Directors by concerned business function heads.

- 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 the policies and activities of the entity.**

The Company identified material ESG issues through interactions with various business function heads, who provided representative inputs on behalf of external stakeholders based on their issues, expectations and business priorities.

The Company considers stakeholder engagement to be an imperative step towards design and development of internal policies, operating procedures and business processes. For instance, ESG topics such responsible procurement, human rights and employee welfare, among others, have been identified to be high priority areas by its customers and trade partners in export markets. Pursuant to this, the Company took up requisite projects, established business processes and obtained a number of internationally recognized certifications in the areas of supply chain, human rights, employee relations and occupational health & safety, among others. These also led to the creation of external and internal policies such as Responsible Sourcing Policy, Equal Opportunity Policy, Stakeholder Management Policy and others, as seen in Section B of this report.

- 3 Provide details of instances of engagement with, and actions are taken to, address the concerns of vulnerable/ marginalized stakeholder groups. – None of the Company's stakeholders have been identified as vulnerable or marginalized.**

Principle 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	1331	1331	100%	759	759	100%
Other than permanent	14	14	100%	15	15	100%
<b>Total employees</b>	<b>1345</b>	<b>1345</b>	<b>100%</b>	<b>774</b>	<b>774</b>	<b>100%</b>
<b>Workers</b>						
Permanent	27	27	100%	240	240	100%
Other than permanent	2220	2220	100%	1337	1337	100%
<b>Total workers</b>	<b>2247</b>	<b>2247</b>	<b>100%</b>	<b>1577</b>	<b>1577</b>	<b>100%</b>

- 2 Details of minimum wages paid to employees and workers:

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	1331	0	0%	1331	100%	759	0	0%	759	100%
Male	1252	0	0%	1252	100%	717	0	0%	717	100%
Female	79	0	0%	79	100%	42	0	0%	42	100%
Other than permanent	14	0	0%	14	100%	15	0	0%	15	100%
Male	13	0	0%	13	100%	14	0	0%	14	100%
Female	1	0	0%	1	100%	1	0	0%	1	100%
Workers										
Permanent	27	0	0%	27	100%	240	93	39%	147	61%
Male	23	0	0%	23	100%	231	91	39%	140	61%
Female	4	0	0%	4	100%	9	2	22%	7	78%
Other than permanent	2220	1690	76%	530	24%	1337	1337	100%	0	0%
Male	949	544	57%	405	43%	583	583	100%	0	0%
Female	1271	1146	90%	125	10%	754	754	100%	0	0%

### 3 Details of remuneration/salary/wages

#### a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	3	3,96,00,000	0	0
Key managerial personnel	2	1,13,37,517	1	32,96,261
Employees other than BoD and KMP	1247	3,78,033	78	3,71,997
Workers <sup>#</sup>	23	1,94,811	4	1,42,049

\*Figures provided for Board of Directors are representative of Executive Directors only

<sup>#</sup>Non-Permanent workers are not included for calculation of Median Wages

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wage.	17.67%	17.17%

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

Yes. The Company is deeply committed to upholding human rights and has appointed the HR Manager to oversee the resolution of related concerns. This individual is well-equipped with the necessary expertise and organizational support towards ensuring that the Company's practices align with its commitment towards human rights. Through regular evaluations, collaboration with stakeholders and partnerships with relevant organizations, the Company actively identifies and addresses potential human rights issues, while promoting best practices across the organization. Additionally, it has implemented a Whistleblower Policy and Grievance Redressal Procedure Policy to facilitate the reporting and resolution of any violations. Human Rights is included as a key topic in deliberations of internal committees such as Grievance Redressal Committee, Works Committee and Canteen Committee.

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

The Company is committed to creating a workplace where every employee feels safe, heard and respected. To protect employees against sexual harassment, Internal Complaints Committees (ICCs) have been set up under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, ensuring that any complaints are addressed promptly and fairly. In addition, the Company's Code of Conduct serves as a guiding framework to proactively resolve issues, making sure they are handled with care and integrity. Employees are also provided a secure medium to report workplace malpractices under the Whistle Blower Policy. Together, these measures reflect the Company's unwavering dedication towards fostering an ethical and supportive environment for all.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed During the year	Pending resolution at the end of year	Remarks
Sexual harassment	0	0	None	0	0	None
Discriminationatworkplace	0	0	None	0	0	None
Child labour	0	0	None	0	0	None
Forced labour / Involuntary labour	0	0	None	0	0	None
Wages	0	0	None	0	0	None
Other human rights-related issues	0	0	None	0	0	None

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

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

The Company is firmly dedicated to maintaining discrimination and harassment-free workplace. It has a zero-tolerance policy towards such misconduct, considering it completely unacceptable. It actively encourages reporting of any concerns related to discrimination and harassment and is committed to promptly addressing complaints regarding harassment or any form of unwelcome or offensive behavior. Regular awareness and training sessions are conducted to ensure that employees are well-informed about the various aspects of discrimination and harassment and are familiar with the available redressal mechanisms. The Whistle Blower Policy, PoSH Policy and Grievance Redressal Procedure Policy provide sufficient safeguards for protection of complainants against reprisal wherein the identity of the complainant is kept confidential.

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

Yes, at the time of onboarding, all suppliers, dealers and contractors are required to acknowledge human rights requirements stipulated within the Company's Responsible Sourcing policy, which forms an addendum to all business agreements and contracts. The requirements are based on Indian regulations and global standards, covering key human rights topics such as fair wages, anti-discrimination, humane treatment, anti-child labour and anti-forced labour, among others. These requirements are a crucial aspect of the onboarding process, ensuring that all business partners align with the Company's commitment to human rights and responsible business practices.

## 10 Assessments of the year

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

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

The Company did not identify any significant risks / concerns from the above assessments during FY 2024-25, and consequently there are no corrective actions to be reported.

### Leadership Indicators

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

The Company constantly engages with its stakeholders across the value chain for devising programmes that support human rights and social development in an integrated manner. The Company's policies encompass its commitment to human rights aspects such as self-respect and dignity, prevention of child labour / forced labour, promotion of inclusive workplace, fostering relationships with value chain partners, upholding occupational health & safety, transparency, anti-bribery and corruption and exemplary personal conduct. It stands committed to incorporating necessary systemic and policy-level changes in its operations, as and when human rights grievances and complaints are encountered within the value chain.

#### 2 Details of the scope and coverage of any human rights due diligence conducted

The Company manages various human rights related impacts, risks and opportunities in its value chain through a range of internal compliance initiatives, external audits and third-party certifications. This ensures ethical practices and respect for human rights across the entire ecosystem through assessments, engagement, and collaboration.

#### 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?

Most of the Company's establishments are accessible to differently abled individuals (including visitors), with facilities like Persons with Disabilities (PWD) friendly entrance, wheelchair compatibility and accessible washrooms.

**4 Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	Suppliers representing 90% of procurement spend have been assessed on the mentioned parameters.
Discrimination at workplace	
Child labour	
Forced/involuntary labour	
Wages	
Others – please specify	

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

No significant risks or concerns arose from the supplier assessments conducted during FY 2024-25. The Company has implemented a mechanism where both new and existing suppliers are subject to self-assessments. These evaluations cover parameters related to child labor, forced labor, freedom of association, wages, discrimination and collective bargaining, among others. If any significant issues are identified, the Company reserves the right to terminate the contract with those suppliers and seek alternatives.

**Principle 6: Businesses should respect and make efforts to protect and restore the environment.**

#### Essential Indicators

##### 1 Details of total energy consumption\* (in Mega Joules) and energy intensity:

Parameter	FY 2024-25	FY 2023-24
<b>From renewable sources</b>		
Total electricity consumption (A)	47,30,886	29,87,262
Total fuel consumption (B)	NIL	NIL
Energy consumption through other sources (C)	NIL	NIL
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>47,30,886</b>	<b>29,87,262</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	17,10,06,581	16,71,49,951
Total fuel consumption (E)	8,97,39,63,334	12,25,29,66,356
Energy consumption through other sources (F)	1,54,61,29,666	1,72,16,85,511
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>10,69,10,99,580</b>	<b>14,14,18,01,819</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>10,69,58,30,466</b>	<b>14,14,47,89,081</b>
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.6226 MJ / INR revenue	0.9714 MJ / INR revenue
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)*	12.8624 MJ / US\$ PPP adjusted revenue	21.7596 MJ / US\$ PPP adjusted revenue
Energy intensity in terms of physical output	5,89,594.31 MJ / MT production	7,09,083.07 MJ / MT production

\* The above figures correspond to energy consumption within the Company's manufacturing facilities.

# The revenue from operations has been adjusted for Purchasing Power Parity (PPP) based on the latest conversion factors published by the International Monetary Fund (IMF) for India. For the financial years ended March 31, 2025, and March 31, 2024, the factors stood at 20.66 and 22.401 respectively.

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 independent assessment, evaluation, or assurance has been carried out by an external agency.



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

Not applicable, as the Company has not been identified among designated consumers (DCs) under the Perform, Achieve and Trade (PAT) scheme of the Government of India.

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

Parameter	FY 2024-25	FY 2023-24
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Groundwater	8,15,359	6,53,830
(iii) Third-party water (municipal water supplies)	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	4,83,440	4,75,984
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>12,98,799</b>	<b>11,29,814</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>12,98,799</b>	<b>11,29,814</b>
<b>Water intensity per rupee of turnover</b> (water consumed / Revenue from operations)	0.0000755996 KL / INR revenue	0.0000775881 KL / INR revenue
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP) <sup>#</sup>	0.00156189 KL / US\$ PPP adjusted revenue	0.00173805 KL / US\$ PPP adjusted revenue
<b>Water intensity in terms of physical output</b>	71.5947 KL / MT production	56.63 KL / MT production

\* The above figures correspond to water withdrawal and consumption within the Company's manufacturing facilities.

<sup>#</sup> The revenue from operations has been adjusted for Purchasing Power Parity (PPP) based on the latest conversion factors published by the International Monetary Fund (IMF) for India. For the financial years ended March 31, 2025 and March 31, 2024, the factors stood at 20.66 and 22.401 respectively.

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 independent assessment, evaluation, or assurance has been carried out by an external agency.

4 Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
<b>Water discharge by destination and level of treatment (in kiloliters).</b>		
(i) To Surface water	Nil	Nil
- No Treatment	Nil	Nil
- With treatment-please specify level of treatment	Nil	Nil
(ii) To Groundwater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iii) To Seawater	Nil	Nil
- No treatment	Nil	Nil
- With treatment-please specify level of treatment	Nil	Nil
(iv) Sent to third parties	Nil	Nil
- No treatment	Nil	Nil
- With treatment-please specify level of treatment	Nil	Nil
(v) Others	Nil	Nil
- No treatment	Nil	Nil
-With treatment-please specify level of treatment	Nil	Nil
<b>Total water discharged (in kiloliters)</b>	<b>Nil</b>	<b>Nil</b>

\* The above figures correspond to water discharge from the Company's manufacturing facilities.

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 independent assessment, evaluation, or assurance has been carried out by an external agency.

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

Yes, Zero Liquid Discharge (ZLD) technology has been deployed at the Company's production sites in order to eliminate wastewater generation and discharge outside plant premises during instant coffee production. The equipment at its plants are capable of treating 1390 KLD wastewater.

**6 Please provide details of air emissions\* (other than GHG emissions) by the entity:**

Parameter	Unit	FY 2024-25	FY 2023-24
NOx	Metric tonnes	51.53	38.99
SOx	Metric tonnes	34.29	28.22
Particulate matter (PM)	Metric tonnes	57.15	80.48
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – Please specify.	-	-	-

\* The above figures correspond to air emissions from the Company's manufacturing facilities.

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 independent assessment, evaluation, or assurance has been carried out by an external agency.

**7 Provide details of greenhouse gas emissions\* (Scope 1 and Scope 2 emissions) and its intensity:**

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	37,339.07	54300.93
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	34,533.83	28217.85
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent / INR revenue	0.0000041835	0.0000056668
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)#	Metric tonnes of CO <sub>2</sub> equivalent / US\$ PPP adjusted revenue	0.0000864	0.0001269
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	Metric tonnes of CO <sub>2</sub> equivalent / MT production	3.96	4.13

\* The above figures correspond to scope 1 and 2 emissions from the Company's manufacturing facilities.

# The revenue from operations has been adjusted for Purchasing Power Parity (PPP) based on the latest conversion factors published by the International Monetary Fund (IMF) for India. For the financial years ended March 31, 2025 and March 31, 2024, the factors stood at 20.66 and 22.401 respectively.

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 independent assessment, evaluation, or assurance has been carried out by an external agency.

**8 Does the entity have any project related to reducing greenhouse gas emission? If yes, then provide details.**

Yes, the Company has already commissioned a solar plant at one of its factories located at Kuvvakolli, Tirupati District, Andhra Pradesh. The solar plant has a capacity of 0.9 MW and led to an avoidance of 955 tCO<sub>2</sub>-e in scope 2 emissions during FY 2024-25.

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

Parameter	FY 2024-25	FY 2023-24
<b>Total waste generated (in metric tonnes)</b>		
Plastic waste (A)	NIL	NIL
E-waste (B)	NIL	NIL
Bio-medical waste (C)	NIL	0.002
Construction and demolition waste (D)	NIL	NIL
Battery waste (E)	NIL	3.5
Radioactive waste (F)	NIL	NIL
Other Hazardous waste. Please specify, if any. (G) - used oil and ETP salts, among others.	328.549	374.78
Other Non-hazardous waste generated (H). Please specify, if any. - broken pallets, cartons and office waste, among others	1.545	18.66
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>330.094</b>	<b>396.942</b>
<b>Waste intensity per rupee of Turnover</b> (Total waste generated /Revenue from operations)	0.0000000192 tonnes / INR revenue	0.0000000273 tonnes / INR revenue
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP) <sup>#</sup>	0.000000397 tonnes / US\$ PPP adjusted revenue	0.0000006106 tonnes / US\$ PPP adjusted revenue
<b>Waste intensity in terms of physical output</b>	0.0182 tonnes / MT production	0.0199 tonnes / MT production
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	NIL	NIL
(ii) Re-used	NIL	NIL
(iii) Other recovery operations	NIL	NIL
<b>Total</b>	<b>NIL</b>	<b>NIL</b>

Parameter	FY 2024-25	FY 2023-24
For each category of waste generated, total waste disposed of by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NIL	NIL
(ii) Landfilling	NIL	NIL
(iii) Other disposal operations - disposed responsibly through registered waste disposers	330.094	396.942
<b>Total</b>	<b>330.094</b>	<b>396.942</b>

\* The above figures correspond to waste generation from the Company's manufacturing facilities.

# The revenue from operations has been adjusted for Purchasing Power Parity (PPP) based on the latest conversion factors published by the International Monetary Fund (IMF) for India. For the financial years ended March 31, 2025 and March 31, 2024, the factors stood at 20.66 and 22.401 respectively.

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 independent assessment, evaluation, or assurance has been carried out by an external agency.

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

The Company actively pursues opportunities to enhance material and process efficiency in its manufacturing operations with a view of reducing waste materials. It has established partnerships with authorized organizations and recycling facilities to ensure that all waste generated from its premises is responsibly disposed and managed. It does not use any hazardous or toxic chemicals as inputs to the production processes at any of its plants.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
The Company does not have any offices or operational sites in the vicinity of ecologically sensitive areas.			

**12 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
The Company did not undertake any projects which required conducting Environmental Impact Assessments during FY 2024-25.					

**13 Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (prevention and control of pollution) Act, Air (prevention and control of pollution) Act, Environment Protection Act, and rules there under (Y/N). If not, provide details of all such non-compliances, In the following format:**

S. No	Specify the law/ regulation /guidelines which was not complied with	Provide details of the non-compliance	Any fines /penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
Yes, the Company is fully compliant with all the applicable environmental laws / regulations / guidelines in India including, but not limited to, Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act and Environment Protection Act and Rules.				

**Leadership Indicators**

**1 Water withdrawal, consumption and discharge in areas of water stress (in kiloliters):**

The Company did not withdraw, consume or discharge water in areas of water stress during FY 2024-25.

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 independent assessment, evaluation, or assurance has been carried out by an external agency.

**2 Please provide details of total Scope 3 emissions & their intensity:**

The Company is yet to initiate the computation of Scope 3 emissions.

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

Not applicable as the Company does not have any offices or operational sites in the vicinity of ecologically sensitive areas.

- 4 If the entity has undertaken any specific initiative 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 the outcome of such initiatives:

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Substitution of grid electricity with solar energy	With a view of reducing its dependence on grid electricity and correspondingly reducing the associated scope 2 greenhouse gas emissions, the Company has established a solar plant of capacity 0.9 MW at one of its factories located at Kuvvakolli, Tirupati District, Andhra Pradesh.	Electricity generated by the solar plant was used within the Company's manufacturing operations, contributing to an avoidance of 955 tCO <sub>2</sub> -e in scope 2 emissions during FY 2024-25.
2	Substitution of coal used in boilers with organic spent coffee waste	With a view of reducing its dependence on fossil fuels as well as solid waste generation from operations, the Company has tuned the boilers at its manufacturing facilities to ensure compatibility with organic spent coffee waste, which is a bi-product from the manufacturing operations. The Company used 20,933 tonnes of spent coffee waste during FY 2024-25.	Spent coffee waste constituted 26% of the energy consumed within boilers at the Company's manufacturing facilities during FY 2024-25, leading to the avoidance of approximately 27,705 tonnes of coal.

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

The Company has embedded aspects of business continuity and operational stability in its strategic planning and day-to-day practices. The presence of comprehensive corporate policies and site-level procedures ensures uninterrupted operations and harmonious work environment, while adaptable capacity across manufacturing units allows swift production adjustments to minimize delays. The Company has implemented a well-structured people management strategy, which promotes skill transfer between plants, enhancing workforce adaptability and flexibility. A diversified supplier base spanning 15–20 countries reduces dependency risks, particularly in green coffee supply. High-quality insured machinery has been deployed at the manufacturing plants, which safeguards the Company against physical hazards like fires, earthquakes and cyclones, ensuring operational stability. The Company has also tied up with local fire tenders and hospitals in order to effectively tend to its workforce in the event of exigencies.

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

The Company's Responsible Sourcing policy ensures robust supplier assessment and engagement, mandating compliance with ethical, legal and environmental standards through contractual agreements. The policy requires suppliers to conduct environmental risk assessments, establish management systems for continuous improvement and demonstrate environmental stewardship aligned with local, national and international requirements. Suppliers are also monitored through audits and the site visits, in order to ensure transparency and continuous improvement. These measures collectively aim to mitigate any significant adverse environmental impacts caused by value chain partners, ensuring long-term sustainability and alignment with its ethical and operational expectations.

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

Suppliers representing 90% of procurement spend have been assessed on environmental parameters.

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: 7
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National/International)
1	Coffee Board of India	National
2	Export Promotion Council for EOUs and SEZs (EPCES)	National
3	Federation of Indian Export Organization (FIEO)	National
4	Federation of Telangana and Andhra Pradesh Chambers of Commerce and Industry (FTAPCCI)	National
5	Indo American Chamber of Commerce (IACC)	National
6	Indo German Chamber of Commerce (IGCC)	National
7	National Coffee Association (NCA), USA	International

- 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
The Company did not receive any adverse order related to anti-competitive conduct from any of the regulatory authorities during FY 2024-25.		

Leadership Indicators

- 1 Details of public policy positions advocated by the entity: The Company is affiliated with trade and industry chambers / associations but did not actively advocate for or against any public policy positions.



**Principle 8: Businesses should promote inclusive growth and equitable development.**

**Essential Indicators**

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

Name and brief details of project	SIA notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant web link
The Company did not undertake any projects which required conducting Social Impact Assessments during FY 2024-25.					

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

S No.	Name of project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
The Company did not undertake any projects which necessitated Rehabilitation and Resettlement of any concerned stakeholders during FY 2024-25.						

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

Community members can send their concerns or grievances to the Company's registered office. The Company has also placed manual registers at each factory, for capturing grievances of community members and ensuring their resolution in a just, fair and timely manner. The grievances are reviewed by various factory managers and the Company Secretary, and remedial measures are undertaken as per internally defined protocols. The above may be located in the company's CSR policy: <https://www.cclproducts.com/wp-content/uploads/2025/07/CSR-Policy.pdf>

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	21.69%	26.36%
Directly from within India	41.67%	32.40%

- 5 Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost**

Location	FY 2024-25	FY 2023-24
Rural	64.72%	69.6%
Semi-Urban	0.26%	0.7%
Urban	31.75%	29.3%
Metropolitan	3.27%	0.4%

### 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 as the Company did not undertake any projects which required conducting Social Impact Assessments during FY 2024-25.

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

S. No.	State	Aspirational district	Amount spent (In ₹)
1.	Andhra Pradesh	Alluri Sitharamaraju	19,00,000

- 3 (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups?

The Company does not have a procurement policy which gives preference to suppliers comprising marginalized / vulnerable groups.

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

The Company has not identified any marginalized / vulnerable suppliers.

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

Not applicable as the Company has not identified any marginalized / vulnerable 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:

S. No.	Intellectual property based on traditional knowledge	Owned/acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
No intellectual properties, based on traditional knowledge, were owned or acquired by the Company during FY 2024-25.				

- 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 the authority	Brief the Case	Corrective action taken
The Company was not subject to any intellectual property-related disputes during FY 2024-25, and consequently there are no corrective actions to be reported.		

**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.**

The Company has established effective mechanisms to receive and respond to customer complaints and feedback. These mechanisms include user-friendly and dedicated customer support channels such as helplines, email addresses, online contact forms on its D2C website and social media platforms, where customers can easily submit their complaints or provide feedback. The complaints are reviewed by Customers Relations Officer, and remedial measures are undertaken as per internally defined protocols. Regular communication is maintained with customers to keep them informed about the progress and resolution of their complaints.

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

	As a % to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

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

	FY 2024-25		Remarks	FY 2023-24		Remarks
	Receive 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	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive trade practices	0	0	-	0	0	-
Unfair trade practices	0	0	-	0	0	-
Other	51	0	Pertains to product delivery timelines, quality, e-commerce experience etc	0	0	-

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

	Number	Reason for Recall
Voluntary recalls	0	Not applicable
Forced recalls	0	Not applicable

**5 Does the entity have a framework/policy on cyber security and risks related to data privacy? If available, provide a web link to the policy.**

Yes, the Company has a comprehensive Cybersecurity and Data Privacy Policy, available at <https://www.cclproducts.com/wp-content/uploads/2025/07/Cyber-Security-and-Data-Privacy-Policy.pdf>. The policy establishes a robust framework to address cybersecurity and data privacy risks, aligning with India's Information Technology Act, 2000. It outlines proactive measures to protect personal data, including regular audits, incident response protocols and compliance with legal standards. It emphasizes the Company's commitment to safeguarding sensitive information against breaches and unauthorized access. A Grievance Officer has also been appointed to cater to stakeholder concerns related to data privacy and cybersecurity.

**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 the safety of products/services.**

The Company did not receive any complaints regarding the aforementioned issues during FY 2024-25, and consequently there are no corrective actions to be reported.

**7 Provide the following information relating to data breaches:**

- a Number of instances of data breaches: Nil
- b Percentage of data breaches involving personally identifiable information of Customers: Nil
- c Impact, if any, of the data breaches: Nil

**Leadership Indicators**

**1 Channels/platforms where information on products and services of the entity can be accessed.**

CCL's Corporate Website	<a href="https://www.cclproducts.com/">https://www.cclproducts.com/</a>
CCL's Official Business Website	<a href="https://shop.continental.coffee/">https://shop.continental.coffee/</a>
Continental coffee on Instagram	<a href="https://instagram.com/Continentalcoffeeindia/">https://instagram.com/Continentalcoffeeindia/</a>
Continental coffee on Facebook	<a href="https://www.facebook.com/officialcontinentalcoffee/">https://www.facebook.com/officialcontinentalcoffee/</a>
Continental coffee on LinkedIn	<a href="https://in.linkedin.com/company/continental-coffee-pvt-ltd-india">https://in.linkedin.com/company/continental-coffee-pvt-ltd-india</a>
Continental coffee on Youtube	<a href="https://www.youtube.com/@continentalcoffee6184">https://www.youtube.com/@continentalcoffee6184</a>
Continental coffee on in Twitter	<a href="https://x.com/continentalkofi">https://x.com/continentalkofi</a>

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

The Company complies with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship. In line with country-specific regulations around product labelling and marketing, the Company ensures that its product packaging provides essential details such as ingredients, expiry date and usage guidelines, among others, to enable safe and responsible consumption. Customer helpline coordinates are also printed on its packaging in order to facilitate feedback and complaints. Additionally, the Company's website also provides information related to products and processes.

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

The Company is not engaged in providing essential services. However, it has institutionalized necessary mechanisms to inform consumers in the event of major supply or production related disruptions, including information dissemination through websites, stock exchange disclosures, publications and social media accounts.

**4 Does the entity display product information on the product over and above what is mandated as per local laws? 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)**

As part of the Company's focus towards customer satisfaction and compliance, it emphasizes compliance with product information and labelling related norms across countries where it sells its products. The Company also carries out a third-party brand health survey annually in order to evaluate customer awareness and satisfaction around its brand in South India. The survey is based on pillars of customer engagement such as brand awareness, effectiveness of marketing communications, product quality and satisfaction with the product. A key aspect of the survey involves rigorous quantitative evaluation of the reasons for customer fallout. Data collected through the survey enables the Company to take data-driven decisions in order to internalize improvements across various product segments and business functions.