

BUSINESS RESPONSIBILITY REPORT
SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1	Corporate Identity Number (CIN) of the Company	L36100MH2010PLC292722
2	Name of the Company	Borosil Limited
3	Registered address	1101, Crescenzo, G-Block, Opp. MCA Club, Bandra Kurla Complex, Bandra (East), Mumbai – 400051
4	Website	www.borosil.com
5	E-mail id	borosil@borosil.com
6	Financial Year reported	April 01, 2020 – March 31, 2021
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	Manufacture of laboratory or pharmaceutical glassware. (NIC Code - 23104) Manufacture of table or kitchen glassware (NIC Code - 23105)
8	List three key products/services that the Company manufactures/provides (as in balance sheet)	Manufacturing of and Trading in: 1) Scientific and Industrial Products 2) Consumer Products
9	Total number of locations where business activity is undertaken by the Company	Registered and corporate office – 1101, Crescenzo, G-Block, Opp. MCA Club, Bandra Kurla Complex, Bandra East, Mumbai-400051 Factories at: a) Village Balekhan, PS-Anatpura, Near Govindgarh, NH-52, Sikar Road, Chomu, Jaipur -303807, b) B-7/2, MIDC, Tarapur, Boisar, District Palghar, Maharashtra and c) Ankleshwar Rajipla Road, Village- Dumala Boridra, Post – Kharchi, Tal. Jhagadia, Dist. Bharuch-393001, Gujarat. Zonal Sales Offices: i. Kanakia Zillion, B Wing, Unit No. 306, L.B.S. Marg, Kurla (West), Mumbai - 400070 ii. Dabriwala House, 10-C, Middleton Row, Kolkata – 700071. iii. 1 st Floor, New no.20, Old No. 9, Brahadammal Road, Nungambakkam, Chennai - 600 034. iv. 19/90, Connaught Circus, Madras Hotel Block, New Delhi – 110 001. v. 1213 Vijaya Building, 17 Barakhamba Road, New Delhi - 110 001.
10	Markets served by the Company	Domestic and Exports

SECTION B: FINANCIAL DETAILS OF THE COMPANY

Sr. no.	Particulars	Financial year 2020-2021 (Amount)
1	Paid up Capital	` 11,41,19,467
2	Total Turnover	` 5,27,22,94,111
3	Total profit after taxes	` 40,77,16,347
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	` 63,91,854 (1.57%)

Sr. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
4	Has the policy being approved by the Board? Is yes, has it been signed by MD/ owner/CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?	https://www.borosil.com/investors/borosil-limited/								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy/ policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y+	Y	Y	Y	Y	Y	Y	Y	Y

(*) - The policies have been developed on the lines of the 'National Voluntary Guidelines on Social, Environment, and Economic responsibilities of businesses' established by the Ministry of Corporate Affairs, Government of India in 2011.

(*) - The policies are currently evaluated internally and would be subjected to external audits as applicable.

(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options) – Not Applicable

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

The policies of the Company are based on its guiding principles and core values and are mapped to each of the principles hereunder:

Principle	Applicable Policies
Businesses should conduct and govern themselves with Ethics, Transparency and Accountability	- Code of Business Ethics
	- Code of Conduct for Board of Directors and Senior Management.
	- Whistle Blower Policy
Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	- Environment, Health & Safety Policy
	- Sustainable Development Policy
Businesses should promote the wellbeing of all employees	- Environment, Health & Safety Policy
	- Employee Welfare Policy
	- Prevention of Sexual Harassment Policy
Businesses should respect the interests of, and be responsive to the needs of all stakeholders, especially those who are disadvantage, vulnerable and marginalized	- Stakeholders Policy
	- Corporate Social Responsibility Policy
Businesses should respect and promote human rights	- Human Rights Policy
Businesses should respect, protect, and make efforts to restore the environment	- Environment, Health & Safety Policy
	- Sustainable Development Policy

Principle	Applicable Policies
Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	- Stakeholders Policy
Businesses should support inclusive growth and equitable development	- Corporate Social Responsibility Policy -Stakeholders Policy
Businesses should engage with and provide value to their customers and consumers in a responsible manner	Responsible Marketing Policy

3. Governance related to BR

- Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year: Annually.
- Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

The Company is going to upload Business Responsibility Report on its website. The hyperlink of the same is provided below. It is updated as and when required: <https://www.borosil.com/investors/borosil-limited/>

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1

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

Yes. It covers only the Company. The Company considers Corporate Governance as an integral part of management. The Company has an Ethics, Transparency and Accountability Policy that is approved by the Board of Directors and the policy is applicable to all employees. This policy outlines standards of personal and professional conduct that is applicable to all employees.

Though the Company's policies cannot be enforced upon the external stakeholders including suppliers, contractors etc., the Company follows zero tolerance on any acts of bribery, corruption etc. by such agencies during their dealings with the Company and or with any of its employees.

- How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

As mentioned in the Corporate Governance Report, 7 complaints were received from investors during the year FY2020-21 and all have been resolved. Complaints/grievances from other stakeholders are dealt with on an ongoing basis by the respective departments within the Company.

Principle 2

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

The following are the various products, which incorporate social and environmental concerns:

- Laboratory Glassware products used for analysis or sample testing for pollution control.
- Pharmaceutical Packaging
- Glassware consumer products which replaced harmful plastic products
- Suraksha UV Disinfect Unit for fighting against COVID-19 pandemic

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

- Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?
- Reduction during usage by consumers (energy, water) has been achieved since the previous year?

The nature and volume of business is such that it is not feasible to provide such details.

- Does the company have procedures in place for sustainable sourcing (including transportation)?

- If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so. We import majority inputs (tubing) from China and Europe and remaining we procure locally or manufacture in-house, for both, consumer ware product division and scientific & industrial product (SIP) division. We also procure semi-finished and finished goods similarly, as per

the requirement. In SIP division, we also procure inputs from our Bharuch and Tarapur factories for laboratory glassware and laboratory equipments and from Klass Pack Limited for analytical vials. We have long term relationship with various vendors for imported and local inputs which ensures sustainable sourcing and smooth transportation. For the purpose of continuity and sustainability, we procure inputs from multiple vendors for all critical material inputs. We have excellent arrangement for transportation of inputs.

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

(a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

- i) More than 94% of manpower required by the company is from surrounding areas and suitable training has been imparted in Bharuch, Jaipur and Tarapur, where the Company is having factories and offices all over India.
- ii) The company is also developing entrepreneurship by providing opportunities to local persons to ferry our workmen on their vehicles, to carry out minor repairs and maintenance work in our plant and assembling of packing boxes.

5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

Yes, the company has a very well established mechanism to recycle waste generated. Details of some of the waste are mentioned below:

- 1) Recycle of broken glass pieces (cullet)- 100%
- 2) Waste water recycle
- 3) Reuse of packing wood to reduce consumption of fresh wood

Principle 3

- 1. Please indicate the Total number of employees: 713 (permanent)
- 2. Please indicate the Total number of employees hired on temporary/contractual/casual basis: 1608
- 3. Please indicate the Number of permanent women employees: 55
- 4. Please indicate the Number of permanent employees with disabilities: 1
- 5. Do you have an employee association that is recognized by management: No
- 6. What percentage of your permanent employees are members of this recognized employee association? Nil % Employees (Workmen Cadre employees - Nil Nos.) are part of the collective bargaining association.
- 7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

Sr. No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1	Child labour/forced labour/involuntary labour	Nil	Nil
2	Sexual harassment	Nil	Nil
3	Discriminatory employment	Nil	Nil

8. What percentage of your under mentioned employees were given safety & skill up- gradation training in the last year? - 60%

The current workforce (permanent employees, women employees, Casual/ temporary/ contractual employees and employees with disabilities have been covered for Safety Training. Skill Up-gradation training is undertaken on need basis.

Principle 4

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

Yes, the Company has identified its Customers, Vendors, Employees, Investors, Regulators and Local communities as key stakeholders.

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

Yes. The Company has identified the disadvantaged, vulnerable stakeholders. They include upcoming sportsmen, Women & girls and people affected due to COVID -19 pandemic.

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

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The CSR initiatives and other donations of the Company include engaging with disadvantaged, vulnerable and marginalized stakeholders. The main initiatives taken include the following:

- i) Promotion of health care including preventive health care and sanitation and disaster management in connection with Covid-19 pandemic.
- ii) To bear a part of running annual cost of JSW Foundation which has promoted Inspire Institute of Sports (formerly known as Indian Institute of Sport), a training centre for supporting Indian athletes.

Principle 5

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

The Company abides by the principle of respect and support for human rights and adheres to the spirit of fundamental rights in its policies and systems. The Company ensures that all individuals impacted by its business shall have access to grievance redressal mechanisms. The Company conducts business in a manner that respects the rights and dignity of all people, complying with all legal requirements.

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

The Company has not received any complaints from any stakeholders pertaining to human rights.

Principle 6

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

The Environment, Health & Safety Policy covers the permanent employees, contractual employees and its external business associates.

2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.- No
3. Does the company identify and assess potential environmental risks? Y/N: Yes

Bharuch factory: Identified Natural resources depletion in the area of Borewell Raw Water consumption and Modified Utility arrangement to recirculate Treated water in Wash room Flush & Urinal and also R O Plant reject water used in Canteen Wash area. By doing this recycling arrangement, the Company has achieved 50% savings in Ground water consumption

The potential environmental risks are identified as per GPCB consent and monthly assessment is being done and reports are submitted to GPCB on their portal.

Jaipur Factory: identified the potential environmental risks and assessed the same as per Rajasthan State Pollution Control Board (RSPCB) consent. The following were the steps taken:

- A. Storage of Bulk LPG 50MT
- B. Storage of Bulk LOX 10.3MT
- C. SPM test (at 10 location)
- D. Ambient air quality monitoring (at 5 location)
- E. DG stack monitoring (5 location)
- F. Noise level
- G. ETP (15 KLD) & STP (80 KLD) treated water (under installation)

Tarapur factory: The factory observes the pollution control guidelines applicable in the region and has received the consent from Maharashtra Pollution Control Board on October 07, 2020. The factory falls in the green zone due to which the stringent pollution control guidelines are not applicable to the factory.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

Bharuch factory: The Company has installed 50 KLD & 5 KLD Sewage Treatment Plant with Latest MBR Technology and Connected Centralized Workmen wash room with this Plant. Treated water meets the Central Pollution Control Board guidelines. Treated water is used in the Worker wash room and recycled 24X7 and rest water is used for gardening. Solid waste is used as manure for gardening as fertilizer.

Jaipur Factory: The Company has different projects related to clean development mechanisms and the related report if filed at Regional office, Rajasthan State Pollution Control Board.

- A. De-dusting Unit for furnace and batch house dust (in running condition)
 - B. ETP under installation and will be commissioned by May-2021
 - C. STP under installation and commissioned by May-2021
 - D. Plant gardening on ETP & STP treated water.
 - E. Battery operated stackers used in warehouse material handling.
 - F. Waste heat recovery from belt tempering for process water heating.
 - G. Waste heat recovery from belt tempering for preheating of combustion air
 - H. RO reject water used in urinal flushing.
5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

Following are the initiatives taken by the Company:

Bharuch factory:

- installed 302 Kw (Peak hour) Capacity Roof Top Solar Power Plant Oct-2014 and generated electricity is consumed in the Plant Process which requires 3.3 to 3.5 Lacs Unit every year.
- Existing Installed Fluorescent tube light replaced by LED and achieved > 30000 KW/Year saving
- Existing Halogen lamps 150 W replaced by LED Lamps and achieved > 18000 KW/Year Saving.

Jaipur Factory: for renewable Energy utilization, 1 MW Rooftop Solar power generation plant installed. This reduces approximate 15 Lacs kWh grid power (thermal) consumption & reduces overall electricity cost. 15 Lacs kWh is equivalent to approx. 350 MT CO2 emission per year.

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

Bharuch factory: Yes. 95% waste material (corrugated boxes) & glass cullet are sold for recycling. Gas, Electricity & Diesel consumptions are within the permissible limit defined by Gujarat Pollution Control Board.

Jaipur Factory: Emissions/ Waste generated by the Company is within the permissible limits given by Central Pollution Control Board / State Pollution Control Board. Monitoring of all parameters are carried out in prescribed intervals by certified agency.

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

Principle 7

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

Yes, the Company is a member of the following associations / bodies:

- a. CAPEXIL
- b. All India Glass Manufacturers' Federation
- c. Bombay Chamber of Commerce and Industry

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

Yes. The Non-Executive Chairman of the company and is a member of Executive Committee of CAPEXIL. He is also a Chairman of Glass & Glassware Panel of the said organisation. In that capacity, he raises many issues faced by the glass industry.

Principle 8

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

Yes, these initiatives of the Company are provided under the CSR policy of the Company and are governed by applicable laws.

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

Some activities are undertaken in-house whereas major activities are carried out through implementing agencies.

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

The impact assessment is not applicable to the Company.

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

The Company has spent ` 63.92 Lakhs towards CSR expenditure during the financial year 2020-2021.

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

As specified in Principle 2(4) above, we engage more than 94% of manpower required by the Company, locally from surrounding areas. We train and employ them on various positions in factories and offices. This creates job opportunities for locals and thereby helps in community development. We give preference to the local skill and talent. We help local NGO who are engaged in providing nutritious food, medication and hospitalisation of poor and needy people.

Principle 9

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

At the end of the financial year, there were no pending customer complaints.

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

The Company provides the information as required under the provisions of Legal Metrology Act and rules. The Company also provide additional information like model name, product code, net weight, Bar Code and product picture. In case of electronic appliances the Company also give ISI mark and energy specification details.

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so: No.

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

For consumer products, the Company does Net Promoter Score (NPS) survey and happy calling for surveys on customer satisfaction through Customer Relationship Management (CRM) team. In NPS the consumers are asked to rate for satisfaction on a scale of 1 to 10, 1 being the lowest satisfaction and 10 being the highest. After every complaint is resolved, call centre team pro-actively calls customers and gets feedback on satisfaction. Apart from that, we have dashboards developed to track consumer ratings on Amazon for our products. This dashboard gives us insights on products that are high on ratings and measures are taken for products that are losing its ratings.

For scientific and industrial products, the Company seeks feedback from its dealers. The sales staff of the Company, coordinates with the clients and tries to resolve issues, if any, to meet their requirements.