

2<sup>nd</sup> July 2025

Department of Corporate Services  
BSE Limited  
1st floor, New Trading Ring  
Rotunda Building, P J Towers  
Dalal Street, Fort  
Mumbai - 400 001  
Scrip Code: 500710

The Listing Department  
National Stock Exchange of India Ltd.  
Exchange Plaza, 5th floor,  
Bandra-Kurla Complex  
Bandra (E)  
Mumbai – 400051  
Symbol: AKZOINDIA

**Sub: Business Responsibility and Sustainability Report for the financial year 2024-25.**

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 read with SEBI Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/0155 dated 11<sup>th</sup> November 2024, please find enclosed the Business Responsibility and Sustainability Report (“BRSR”) for the financial year 2024-25.

The BRSR is also available on the website of the Company at <https://akzonobel.co.in/investors.php#reports>.

You are requested to kindly take the above information on record.

Thanking you.

Yours truly,  
For Akzo Nobel India Limited

Rajiv L. Jha  
Company Secretary & Compliance Officer

Encl: as above.

## Annexure II-A

# Business Responsibility and Sustainability Report (BRSR)

(In terms of Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015)

We are pleased to share our 3<sup>rd</sup> Business Responsibility and Sustainability Report ("BRSR") for the financial year 2024-25 which is in alignment with the nine principles of the National Guidelines on Responsible Business Conduct (NGRBC) notified by the Ministry of Corporate Affairs, Government of India. The Report mentions our sustainability performance, providing a comprehensive overview of our efforts and achievements in this critical area. Given our product mix, our objective is to make sustainable living a commonplace, ensuring that our actions of today contribute significantly to a better tomorrow. While minimizing the impact of our products on environment, we are committed to adoption of innovative approaches to product quality, manufacturing, and distribution, all aimed at reducing our ecological footprint. We always strive to integrate sustainable policies and practices into our business model thereby protecting our planet and driving long-term value creation and enhancement for our various stakeholders. Our initiatives include reducing waste, conserving resources, material circularity, and promoting ethical sourcing. We also engage with our consumers encouraging them to make environmentally conscious choices.

This report covers various aspects of our sustainability journey, including environmental stewardship, social responsibility,

and governance practices. We believe that by sharing our progress, challenges, and future goals, we can foster a culture of continuous improvement and innovation.

During FY 2024-25, we undertook several key measures to reduce our carbon footprint, increase energy efficiency, and minimize waste generation. At Akzo Nobel, our plants are deeply committed to sustainability, incorporating energy-efficient manufacturing processes and leveraging in-house capabilities in production. One of our significant achievements in this area has been the installation of solar panels at our manufacturing facilities. From reducing carbon emissions and increasing energy efficiency to marching towards achieving zero waste continuously and enhancing ESG criteria in line with our global standards, we are dedicated to making a positive impact on the environment and society. Our efforts not only contribute to a more sustainable future but also reinforce our position as a thoughtful player in the paints and coatings industry.

We also believe that sustainability has been a continuous journey, and we all are responsible for ensuring that our growth is sustainable and inclusive.

### Principles

- 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable
- 2 Businesses should provide goods and services in a manner that is sustainable and safe
- 3 Businesses should respect and promote the well-being of all employees, including those in their value chains
- 4 Businesses should respect the interests of and be responsive to all its stakeholders
- 5 Businesses should respect and promote human rights
- 6 Businesses should respect and make efforts to protect and restore the environment
- 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
- 8 Businesses should promote inclusive growth and equitable development
- 9 Businesses should engage with and provide value to their consumers in a responsible manner

## SECTION

## A

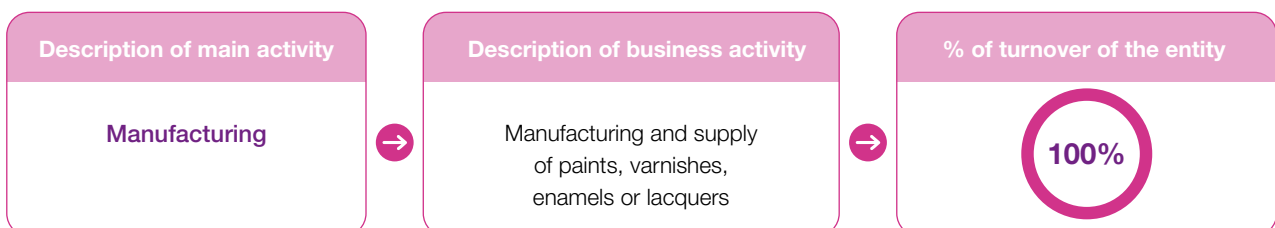
## GENERAL DISCLOSURES

## I. Details of the listed entity

1	<b>Corporate Identity Number (CIN) of the Listed Entity</b>	: L24292WB1954PLC021516
2	<b>Name of the Listed Entity</b>	: Akzo Nobel India Limited
3	<b>Year of Incorporation</b>	: 1954
4	<b>Registered Office address</b>	: 801A, South City Business Park, 770, Anandapur, Eastern Metropolitan Bypass, Near Fortis Hospital, Kolkata – 700 107
5	<b>Corporate Office address</b>	: 9 <sup>th</sup> Floor, Magnum Towers 1, Sector 58, Gurugram 122 011
6	<b>E-mail id</b>	: <a href="mailto:investor.india@akzonobel.com">investor.india@akzonobel.com</a>
7	<b>Telephone</b>	: 0124 4852400
8	<b>Website</b>	: <a href="http://www.akzonobel.co.in">www.akzonobel.co.in</a>
9	<b>Financial year for which reporting is being done</b>	: April 2024-March 2025
10	<b>Name of the Stock Exchange(s) where shares are listed</b>	: BSE Limited and The National Stock Exchange of India Limited
11	<b>Paid-up Capital</b>	: 455.4 million
12	<b>Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR</b>	: Name: Rajiv L. Jha Designation: Company Secretary and Compliance Officer Telephone number: 0124-4852400 Email: <a href="mailto:investor.india@akzonobel.com">investor.india@akzonobel.com</a>
13	<b>Reporting boundary</b>	: 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 reporting boundary covers the operations of Akzo Nobel India Limited on a consolidated basis and includes all its five manufacturing facilities at Thane, Mohali, Bengaluru, Hyderabad and Gwalior.
14	<b>Name of Assurance provider</b>	: N.A.
15	<b>Type of Assurance obtained</b>	: N.A.

## II. Products/ Services

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

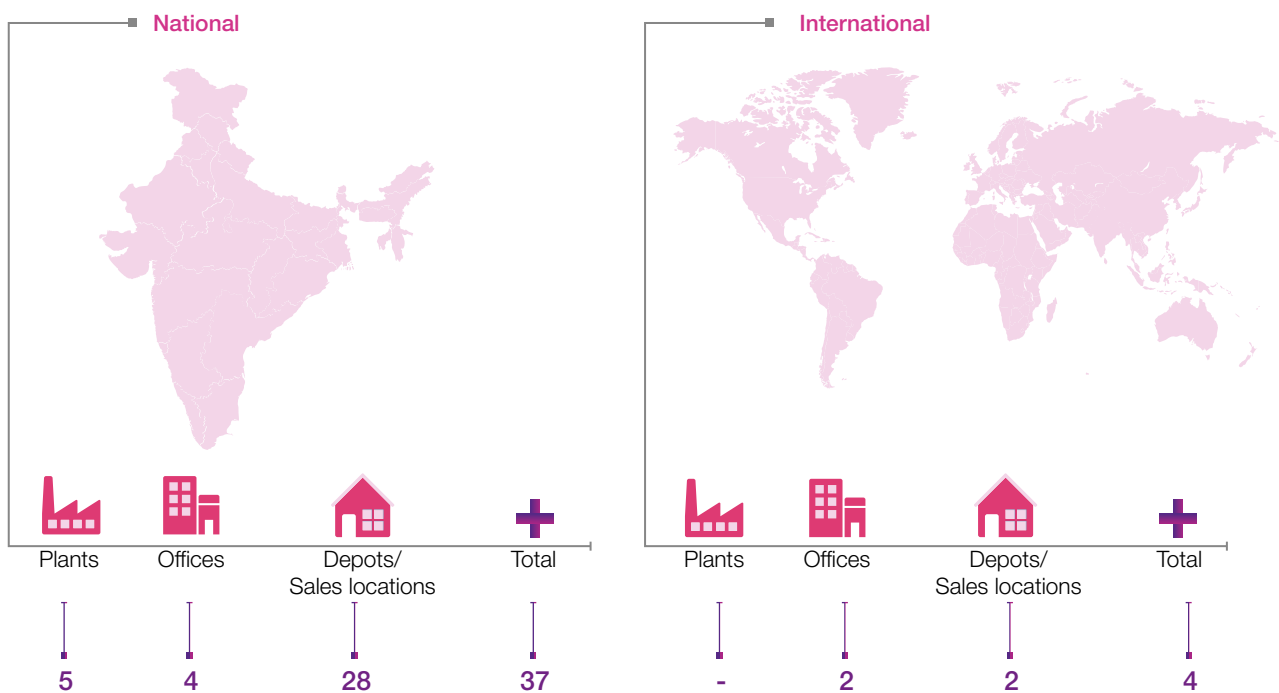


17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):



III. Operations

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



19. Markets served by the entity:

a. Number of locations

Location	Number of locations
National (No. of States)	24
International (No. of Countries)	4 (Bhutan, Nepal, Bangladesh, Sri Lanka)

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

Exports contribute ~5% of the total turnover of the entity.

c. A brief on types of customers

We serve broadly 3 types of consumers as below:

- Homeowners/Dealers/Distributors/Painters: We offer a wide range of essential products for every situation and surface, including paints, lacquers and varnishes
- Institutions/Builders/Contractors: Dulux professional range of products serve the builder segment & other institutional decorative paint users.
- Industrial users: The industrial paints cater to the needs of automotive, consumer durables, structures, machinery, equipment etc.

#### IV. Employees

##### 20. Employees and workers, including differently-abled

	2024-25					
	Workforce			Differently-abled		
	Male	Female	Total	Male	Female	Total
No. of Employees	1,096	171	1,267	3	0	3
Permanent	1,096	171	1,267	3	0	3
Others	0	0	0	0	0	0
No. of Workers	618	16	634	0	0	0
Permanent	310	0	310	0	0	0
Others	308	16	324	0	0	0
<b>Total</b>	<b>1,714</b>	<b>187</b>	<b>1,901</b>	<b>3</b>	<b>0</b>	<b>3</b>
Permanent	1,406	171	1,577	0	0	0
Others	308	16	324	0	0	0

##### 21. Participation/inclusion/representation of women

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

##### 22. Turnover rate for permanent employees and workers

	2024-25			2023-24			2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Turnover Rate – Permanent Employees	19%	16%	19%	18%	19%	18%	15%	11%	15%
Turnover Rate – Permanent Workers	3%	-	3%	0%	-	0%	1%	-	1%

#### 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 holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
	Imperial Chemical Industries Limited, United Kingdom	Holding company	50.46%	Yes
	Akzo Nobel Coatings International B.V., The Netherlands	Holding Company	24.30%	Yes
	Akzo Nobel NV, The Netherlands	Ultimate Holding Company	Nil*	Yes
	ICI India Research & Technology Centre Private Limited	Subsidiary	99.99%	Yes

\*Both the holding companies are wholly owned subsidiaries of Akzo Nobel N.V.

## VI. CSR Details

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

(ii) Turnover (in INR mn): 40,912

(iii) Net worth (in INR mn): 13,198

## VII. Transparency and disclosures compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	2024-25			2023-24		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Email: <a href="mailto:customercare.india@akzonobel.com">customercare.india@akzonobel.com</a> Helpline: 180030004455; Through local NGO partners	0	0	-	0	0	-
Investors (other than shareholders)	Email: <a href="mailto:investor.india@akzonobel.com">investor.india@akzonobel.com</a>	0	0	-	0	0	-
Shareholders	SEBI, Stock Exchange, Registrar and Share Transfer Agent, Email: <a href="mailto:investor.india@akzonobel.com">investor.india@akzonobel.com</a>	14	2	-	15	0	-
Employees and workers	Speak up (Vigil Mechanism)	11	3	-	11	3	-
Customers	Email: <a href="mailto:customercare.india@akzonobel.com">customercare.india@akzonobel.com</a> Helpline: 180030004455	2,373	737	-	1,498	646	-
Value Chain Partners	Email: <a href="mailto:customercare.india@akzonobel.com">customercare.india@akzonobel.com</a> Helpline: 180030004455	0	0	-	0	0	-

Grievance redressal policy to be found on the link: <https://akzonobel.co.in/pdf/policy/CodeOfConduct.pdf>

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.

Please refer Risks & Opportunities in the Management Discussion and Analysis section.

## SECTION

## B

## MANAGEMENT AND PROCESS DISCLOSURES

Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs <sup>#</sup>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	<a href="https://akzonobel.co.in/corporate-governance.php#policy">https://akzonobel.co.in/corporate-governance.php#policy</a>								
2 Whether the entity has translated the policy into procedures*	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3 Do the enlisted policies extend to your value chain partners?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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) adopted by your entity and mapped to each principle.	Your Company's manufacturing facilities and office premises have well defined Environment, Health, Safety and Quality Management systems in place with stringent internal standards and are also certified with international standards. ISO 45001 (OHSAS)- Occupational Health and safety Management system ISO 9001- Quality Management system ISO 14001- Environmental Management system Our products are certified as per BIS								
5 Specific commitments, goals and targets set by the entity with defined timelines, if any.	Globally, AkzoNobel is committed to the following by 2030 <ul style="list-style-type: none"> <li>• reduce our carbon emissions by 50%</li> <li>• utilize 100% of our energy requirements from renewable sources</li> <li>• move towards zero waste</li> </ul>								
6 Performance of the entity against the specific commitments, goals and targets alongwith reasons in case the same are not met	Your Company follows a series of Environmental Performance Indicators (as referred in various places of this report) to monitor its efforts for sustainable use of natural resources in manufacturing.								
<b>Governance, leadership and oversight</b>									
7 Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	Refer Chairman and MD statement								
8 Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Board of Directors of the Company oversee the implementation of the Business Responsibility Policy(ies). The sustainability agenda of your Company is spread across various Board Committees.								
9 Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues?	No specified committee. However, the Chairman and Managing Director is responsible for decision making on sustainability related issues.								

# Principle	Policy description
P1	Code of Conduct Policy; Whistle blower Policy
P2	Health, Safety and Environment and Security (HSES) Policy; Responsible Procurement Policy; Sustainability policy
P3	Whistle blower Policy; Human Rights Policy; Diversity & Inclusion Policy; Equal Opportunity Policy
P4	HSES Policy; Responsible Procurement Policy
P5	Code of Conduct Policy; Human Rights Policy
P6	HSES Policy; Sustainability Policy
P7	Code of Conduct Policy
P8	Human Rights Policy; Diversity & Inclusion Policy; Corporate Social Responsibility Policy
P9	Code of Conduct Policy; HSES Policy; Responsible Procurement-policy; Sustainability Policy; Whistleblower Policy

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

Disclosure questions	Indicate whether review was undertaken by																	
	Director / Committee of the Board/Any other									Frequency								
	Committee									P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action**	C/B	C/B	C/B	C/B	C/B	C/B	C/B	C/B	C/B	A	A	A	A	A	A	A	A	A
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	C/B	C/B	C/B	C/B	C/B	C/B	C/B	C/B	C/B	A	A	A	A	A	A	A	A	A

\*\* C/B- Committee of the Board/Board of Directors as may be relevant; A- Annual

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11 Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? If yes, provide name of the agency.									

Refer note below

Lloyd's Register Quality Assurance Limited conducted an independent assessment of our health, safety and environment management system. We have a responsible procurement policy, business partner code of conduct, and use EcoVadis for third-party assessments to ensure alignment with our principles. Additionally, our internal audit program reviews compliance with relevant policies.

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

N.A

## SECTION

## C

## PRINCIPLE-WISE PERFORMANCE

## 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 trainings and awareness programmes held	Topics/principles covered under training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	3	Strategy review of Paints, Powder and ASC Businesses and HR Function	100%
Key Managerial Personnel	3	Strategy review of Paints, Powder and ASC Businesses and HR Function	100%
Employees other than BOD and KMPs	175	Code of Conduct, POSH, health & wellbeing sessions, Communication, AI, Competition Law, Life Saving Rules, Data Privacy, Sustainability among others	79%
Workers		Health & Safety related trainings, Wellness sessions and Skill upgradation	41%

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 Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	NA		NA	NA	-
Settlement	NA		NA	NA	-
Compounding fee	NA		NA	NA	-

## Non-monetary

	NGRBC principle	Name of the regulatory/enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	No		No	No
Punishment	No		No	No

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

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

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 entity has a strict anti-bribery and anti-corruption policy. We strictly prohibit making, offering, authorizing, or accepting bribes or facilitation payments. We expect all employees and business partners representing AkzoNobel to adhere to the highest ethical standards in all business dealings and relationships. The policy explaining our compliance policy with regards to anti-bribery, anti-corruption, gifts and hospitality is available at <https://www.akzonobel.com/en/about-us/governance-/policies---procedures/anti-bribery-and-corruption-policy>.

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

There were no Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption.

	2024-25	2023-24
Directors	None	None
KMPs	None	None
Employees	None	None
Workers	None	None

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

	2024-25		2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of KMPs	None	NA	None	NA

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

There were no cases of corruption and conflicts of interest and therefore, corrective actions taken or pending from any regulator/ law enforcement agencies/ judicial institutions are not applicable.

8. Number of days of accounts payables (Payables \* 365/ COGS) in the following format:

	2024-25	2023-24
Number of days of accounts payables	159	164

9. Openness of business

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

Parameter	Metrics	2024-25	2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	5%	7%
	b. Number of trading houses where purchases are made from	24	21
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	88%	85%
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	73%	74%
	b. Number of dealers/ distributors to whom sales are made	4,778	4,365
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	10%	11%
Share of RPTs in	a. Purchases (Purchases with related parties/ Total purchases)	7%	7%
	b. Sales (Sales to related parties/ Total Sales)	2%	2%
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)	0%	-
	d. Investments (Investments in related parties/ Total investments made)	-	-

Note: Only Primary Sales considered

## Leadership indicators

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

We continued to improve our suppliers' sustainability practices by using and building on Ecovadis and Together for Sustainability (TfS) programs and partnerships. Suppliers are encouraged to participate in webinars and trainings through TfS Academy in categories of Health & Safety, Environment, Sustainable Procurement, Labour & Human Rights, Management and Governance.

Around two-third of our vendors were covered under this program.

### 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.

The entity has processes to prevent/manage conflicts of interest among Board members by way of recusal on any agenda item in which he/she is interested. All related party transactions are put up for approval/ratification before the Audit Committee and thereafter, recorded in the Register of Contracts on a quarterly basis and presented to the Board for review. All Directors sign the said Register to acknowledge their awareness of and concurrence on these transactions.

Apart from that, the Company has a Code of Conduct which provides clear guidelines for avoiding and disclosing actual or potential conflict of interest with the Company and in any transaction in which the Company has any interest, directly or indirectly. The Company obtains an annual declaration from its Board of Directors and all its employees certifying adherence to the Code of Conduct.

## 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.

We're driven to find innovative, more sustainable solutions for our customers, communities and the planet. All our expenditure towards R&D is in a manner that is sustainable and safe to improve the environmental and social impacts of product and processes. Our areas of innovation include the use of bio-based materials, water-based paints and the phasing out of hazardous materials.

Around 56% of our capex investments during the year was invested towards improving our own processes and towards developing solutions to meet our customers' needs in more sustainable ways. Some of these projects included expanding our Powder coatings capacity, tinting technology, investing in renewable energy and energy management system etc.

#### 2. Does the entity have procedures in place for sustainable sourcing? If yes, what percentage of inputs were sourced sustainably?

Our global ambition is to achieve a 50% reduction in carbon emissions throughout the value chain by 2030 (with a 2018 baseline). We have established procedures for sustainable sourcing and strive to create long-term value for AkzoNobel stakeholders in social, environmental, and economic terms. In this, AkzoNobel has partnered with Ecovadis and Together for Sustainability (TfS) to build and improve our suppliers' sustainability practices.

Currently, around two-third of our inputs are procured from sources assessed for sustainability.

Company's policy on Responsible Procurement is available on Company website [www.akzonobel.co.in](http://www.akzonobel.co.in).

#### 3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life.

##### (a) *Plastics (including packaging):*

As a responsible manufacturer of Paints and Coatings, we comply with post-consumer waste management through authorized waste management service providers. This is part of our Extended Producer Responsibility (EPR) to collect, segregate, and sustainably recycle/recover waste. This initiative ensures compliance with the "Plastic Waste Management Rules" and reinforces our commitment to sustainability.

##### (b) *E-waste:*

New E-waste (Management) Rules, 2022 were made effective from 1<sup>st</sup> April 2023, and sets specific targets for the collection and disposal of e-waste. As a responsible organization, Akzo Nobel India has been partnering with SPCB-authorized agencies for safe disposal of electric and electronic equipment/devices.

##### (c) *Hazardous waste:*

The hazardous waste generated in the manufacturing plant are segregated at source and disposed in scientific manner engaging authorized agencies for reuse, recycle, recovery or incineration. As a commitment towards environment we adopt reuse, recycle and recovery as the most preferred method of disposal while incineration is the least preferred method. This ensures compliance to "Hazardous Waste Management and transboundary rules 2016"

**(d) Other wastes:**

Other wastes generated from the manufacturing plant are segregated at source and disposed to registered agencies for reuse, recycle and recovery to ensure compliance to "Solid Waste Management rules 2016".

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

Yes, EPR is applicable to the Company. As a responsible manufacturer, the Company remains compliant with the obligations as stipulated under the Plastic Waste management amended rules 2022.

**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?**

We partner with Ecomatters to mainstream Lifecycle Assessment for buildings and infrastructure projects. The Cradle-to-Gate assessment evaluates the environmental impact of our products, and we provide the results through EPDs for key brands like International and Interpon. EPDs for our Decorative Paints are certified by UL Solutions.

These allow our customers to make informed choices aligned with their sustainability objectives. These EPDs may be accessed at ECO PORTAL - Eco Platform en ([eco-platform.org](https://eco-platform.org)) and [www.spot.ul.com](https://www.spot.ul.com). Presently, EPDs cover products which contribute ~11% to the overall portfolio.

Several of our Decorative Paints products are also Greenpro Ecolabel certified. The GreenPro Ecolabel, developed by the Confederation of Indian Industry's Green Business Centre and accredited by Global Ecolabelling Network, recognises the highest standards of environmental sustainability and product performance in the Indian building and manufacturing sector. Including these, the contribution of certified products is ~15%.

**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.**

There were no significant social & environmental concerns identified in LCA.

**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).**

We use ~10% of recycled plastic in our containers.

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

metric tonnes	2024-25			2023-24		
	Reused	Recycled	Safely disposed	Reused	Recycled	Safely disposed
Plastics		473.7			260.8	
E-Waste		0.0			0.0	
Hazardous waste		2,032.0			902.8	
Other waste		1,366.4			596.4	

The plastic details above pertain to only manufacturing process and exclude post-consumer plastic waste. Last year numbers have been accordingly restated.

Increase in hazardous waste in CY is on account of change in reporting methodology to CSRD (Corporate Sustainability Reporting Directive), and therefore not comparable.

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

Product category	Reclaimed products and their packaging materials	Total Product sold	% Reclaimed 2024-25
Category I (Rigid Plastic)	1,523	1,523	100%
Category II (Flexible Plastic)	19	19	100%

## 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:

For 2024-25

	% of Employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent employees</b>											
Male	1,096	1,096	100%	1,096	100%	0	0%	1,096	100%	1,096	100%
Female	171	171	100%	171	100%	171	100%	0	0%	171	100%
<b>Total</b>	<b>1,267</b>	<b>1,267</b>	<b>100%</b>	<b>1,267</b>	<b>100%</b>	<b>171</b>	<b>13%</b>	<b>1,096</b>	<b>87%</b>	<b>1,267</b>	<b>100%</b>
<b>Other than permanent employees</b>											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

For 2024-25

	% of Workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent workers</b>											
Male	310	310	100%	310	100%	0	0%	310	100%	100%	100%
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>310</b>	<b>310</b>	<b>100%</b>	<b>310</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>310</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
<b>Other than permanent workers</b>											
Male	308	308	100%	308	100%	0	0%	0	0%	308	100%
Female	16	16	100%	16	100%	16	100%	0	0%	16	100%
<b>Total</b>	<b>324</b>	<b>324</b>	<b>100%</b>	<b>324</b>	<b>100%</b>	<b>16</b>	<b>5%</b>	<b>0</b>	<b>0%</b>	<b>324</b>	<b>100%</b>

## c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent):

	2024-25	2023-24
Cost incurred on well-being measures % Revenue	0.2%	0.3%

## 2. Details of retirement benefits:

	2024-25			2023-24		
	No. of Employees covered	No. of Workers covered	Deducted & Deposited with Authority (Y/N/NA)	No. of Employees covered	No. of Workers covered	Deducted & Deposited with Authority (Y/N/NA)
PF	1,267	310	Y	1,250	283	Y
Gratuity	1,267	310	Y	1,250	283	Y
ESI	0	0	NA	0	0	NA
Others (pls. specify)	NA	NA	NA	NA	NA	NA

3. 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.

We are striving to ensure all our offices, factories and RD&I labs are accessible to differently abled employees and workers. We are progressing/ progressed towards upgrading the infrastructure in a phased manner. This plan includes installation of signages, ramps and handrails, dedicated parking and washrooms, wherever possible/ applicable.

4. Does the entity have Equal Opportunity policy as per requirements of Rights of Persons with Disabilities Act, 2016?

We ensure that employees of all backgrounds feel equally valued, receive the right opportunities to progress their careers and have the freedom to be their best selves at work. The entity has an Equal Opportunity policy registered in accordance with the Rights of Persons with Disabilities Act, 2016. The policy may be accessed through the following link: Akzo Nobel India Equal Opportunity Policy.pdf

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

	2024-25					
	Permanent Employees			Permanent Workers		
	Male	Female	Total	Male	Female	Total
Return to Work rate	100%	71%	97%	100%	-	100%
Retention rate	98%	100%	98%	100%	-	100%

There is no woman worker who availed parental leave under permanent workers category.

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

**Yes/No, (If yes, give details of the mechanism in brief)**

Permanent Workers	Yes, there is a Speak Up or vigil mechanism for employees and workers to address grievances. Please refer to the Vigil Mechanism - Whistleblower Policy and Other Disclosure section of the Corporate Governance Report for more information.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

	2024-25			2023-24		
	Total employees / workers in respective category	No. of employees / workers who are part of association(s) or Union	%	Total employees / workers in respective category	No. of employees / workers who are part of association(s) or Union	%
Total Permanent Employees	1,267	0	0	1,250	0	0
- Male	1,096	0	0	1,084	0	0
- Female	171	0	0	166	0	0
Total Permanent Workers	310	186	60	283	189	67%
- Male	310	186	60	283	189	67%
- Female	0	0	-	0	0	-

8. Details of trainings given to employees and workers:

	2024-25					2023-24				
	Total		Number	% Number	% Number	Total		Number	% Number	% Number
<b>Employees</b>										
Male	1,096	1,096	100%	1,017	93%	1,084	868	80%	741	68%
Female	171	171	100%	134	78%	166	150	90%	138	83%
<b>Total</b>	<b>1,267</b>	<b>1,267</b>	<b>100%</b>	<b>1,151</b>	<b>91%</b>	<b>1,250</b>	<b>1,018</b>	<b>81%</b>	<b>879</b>	<b>70%</b>
<b>Workers</b>										
Male	618	618	100%	252	41%	570	570	100%	172	30%
Female	16	16	100%	0	0%	12	12	100%	0	0%
<b>Total</b>	<b>634</b>	<b>634</b>	<b>100%</b>	<b>252</b>	<b>40%</b>	<b>582</b>	<b>582</b>	<b>100%</b>	<b>172</b>	<b>30%</b>

We designed our learning and development framework according to our learning formula of 70:20:10. During the year, we provided ~3400 training hours to employees equipping them with skills and knowledge necessary to excel in their roles and contribute to the success of our organization.

We continued with our GMIT program (Grow manufacturing India Talent) by multiple upskilling initiatives and training programs at the site level focused on building the managerial capability.

The commercial world witnessed initiatives like Gurukul 2.0, aimed at creating a strong bench of full-time frontline salespeople while engaging potential contingent workforce to give suitable opportunities with us. We also conducted multiple assessment centres for frontline sales.

Lot of training both on the job and classroom saw investment from the organization in form of Dulux Pitch Perfect, Dulux Advantage Day program wherein employees were empowered to continue invest towards Product knowledge and application. Some of the programs attended by employees included Leadership essentials, Courageous conversation at AkzoNobel, effective communication skills, Diversity and inclusion sessions on moments that matter, unconscious bias, gender, LGBTQIA+.

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

	2024-25			2023-24		
	Number	PD&D conducted	%	Number	PD&D conducted	%
<b>Employees</b>						
Male	1,096	1,096	100%	1,084	1,084	100%
Female	171	171	100%	166	162	98%
<b>Total</b>	<b>1,267</b>	<b>1,267</b>	<b>100%</b>	<b>1,250</b>	<b>1,246</b>	<b>100%</b>
<b>Workers</b>						
Male	618	298	48%	570	283	50%
Female	16	0	0%	12	0	0%
<b>Total</b>	<b>634</b>	<b>298</b>	<b>47%</b>	<b>582</b>	<b>283</b>	<b>49%</b>

## 10. Health and safety management system:

### a. Whether an occupational health & safety mgmt. system has been implemented by the entity? If yes, coverage of such system?

Yes. All manufacturing, offices and RD&I labs are certified for ISO14001 (Environment), ISO45001 (Health & Safety) Management system and ISO9001.

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

We are committed to running our operations safely by providing adequate resources, necessary equipment, procedures, and training to prevent injuries. We investigate HSE&S incidents (and implement corrective actions to continuously improve our safety performance.

Identifying work related hazards related to routine and non-routine activities and taking corrective measures are key steps involved in hazard elimination. AkzoNobel follows a structured approach which are detailed below:

- i. Hazard Identification and Risk Assessment (HIRA) for all the activities, products and services
- ii. Process Hazard Study (PHA) is performed by a team of experts to identify hazard related to process and design.

- iii. the chemical compatibility study is performed to analyze the chemical interaction and the risks identified to establish control measures.

- iv. System based employee engagement on hazard reporting & other leading indicators through Enablon HSES suite as defined by Global HSES.

The control measures are applied as per the hierarchy of controls and engineering controls are most preferred while Personal Protective Equipment's are used as last line of defence.

In addition to the above, we also perform specific risk assessments on process and people safety such as below:

- i. Static risk assessment is performed to identify the static electricity hazards and control measures are adopted
- ii. Fire Risk Assessment is performed for identifying fire hazards and control measures established.
- iii. Ergonomic risk assessment is performed using AkzoNobel tool to identify hazards related to manual material handling and control measures established.

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

Yes. There is a system in place for reporting all hazards encountered in the workplace, and all employees are encouraged to report work related hazards and near miss. These events are reported into a software called Enablon, and they are monitored and analyzed to implement appropriate measures to eliminating or reducing the risk.

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

Yes, the employees/workers of the entity have access to non-occupational medical and healthcare services.

Employees and workers can avail cashless medical services from the hospital chains which are covered under insurance coverage. Health camps, fitness challenges and mental wellness programs are offered to employees.

## 11. Details of safety-related incidents

	2024-25		2023-24			Total
	Employees	Workers	Employees	Workers	Employees	
LTI Frequency Rate (LTIFR)	0	0	0	0	0	0
Recordable work-related injuries	1	0	1	1	0	1
No. of fatalities	0	0	0	0	0	0
High consequence work-related injury/ill-health	0	0	0	0	0	0

LTIFR: per one million-person hours worked

- Lost Time Injury for contractors and workers has remained zero for last two years.
- There have been no fatalities and High consequence work-related injury/ill-health in the last three years.

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

The health and well-being of our employees, customers, stakeholders, and communities is a top priority. Our vision is to achieve zero injuries and harm through operational excellence. To uphold the highest safety standards, we have established comprehensive management programs covering occupational health, personal safety, process safety, and security. Our commitment to safety is reinforced by our Life-Saving Rules and Golden Principle, which empowers employees to stop work in the event of unsafe conditions or behaviours.

Over the past year, we continued implementing our life-critical procedures and HSE&S roadmap program. We identified improvement areas within our operations and address them through a roadmap with targeted action plans and strong governance. Additionally, we invested in functional excellence and enhanced our HSE&S capability framework to further strengthen our safety culture.

We continued the implementation of our lift truck/ pedestrian segregation program and Behaviour Based Safety (BBS), with a focus on improving quality through more coached observations and strengthening the capability in this area.

We launched company-wide monthly Safety Moments to raise safety awareness. These are used by people managers during their team meetings to engage colleagues across all functions and levels of our organization, keeping them informed about everyday safety hazards and safe behaviours.

We strengthened our Timeout for Gemba principles to encourage and engage employees in daily dialog, fostering learning and improving the context in which work occurs, while ensuring that capabilities, systems and processes are in place.

We also continued our industrial hygiene and ergonomic programs, and actively managed absenteeism related to occupational illness.

### Safety day 2025

National Safety Day served as a meaningful opportunity to raise safety awareness among employees while celebrating and reinforcing our commitment to a safe workplace through engaging activities. This year's theme, "Safety & Well-Being: Crucial for Viksit Bharat," underscored the essential role safety plays in national development. It reminds us that a nation's progress is not solely defined by economic or industrial growth, but also by the health, safety, and well-being of its people.

The awareness campaign encouraged employees to participate in a variety of programs designed to inspire self-reflection, promote safe behaviors, and foster a culture of safety leadership. The message was clear: safety should be embedded in everything we do—both during work and outside of it.

The celebrations concluded with recognition and rewards for employee participation, outstanding safety practices, and impactful safety improvements carried out throughout the year.

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

	2024-25		Remarks	2023-24		Remarks
	Filed during the year	Pending resolution at year-end		Filed during the year	Pending resolution at year-end	
Working conditions	1	0		0	0	
Health & safety	0	0		6	2	

## 14. Assessments for the year

	% of plants & offices assessed
Health & Safety practices	100%
Working conditions	100%

HSE&S audits are performed in three-year (for high hazard sites) to five-year (other sites) cycles. During the year, 2 corporate audits were conducted. Compliance assurance is a key HSE&S priority because it ensures our license to operate and our business continuity in a fast-changing regulatory environment. Our company wide HSE&S compliance assurance process is proactive and digitally supported by tools from a leading third-party supplier.

The main cause of the incident was a lapse in judgment while placing materials on racks in the warehouse. While substantial measures were implemented in the previous year to reduce such incidents, we remain focused on executing targeted improvement plans. These include employee training and efforts to enhance competency, specifically aimed at addressing underlying root causes and upskilling employees involved in critical safety tasks.

## 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 and safety practices and working conditions.

We take a proactive approach to identifying potential risks and near misses, conducting root cause analyses for first aid cases and the top three near misses to implement corrective actions and prevent recurrence.

During 2024-25, we continued the deployment of our Basis of Safety standards, with a focus on aluminum bonding and high-speed dispersers, in alignment with AkzoNobel global safety initiatives. Several engineering standards have been adopted, including those for grounding and bonding; flexible hose management; and maintenance of solvent storage tanks. Our sites continue to implement equipment modifications using a risk-based approach.

In 2024-25, we recorded a total of 1 Loss of Primary Containment (LoPC), compared to 5 in 2023-24—marking a significant decline from the previous financial year.

## 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).

Yes, the Company has arranged for life insurance cover in the event of death of its employees and workers.

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

At the time of entering into a contract, on case-to-case basis, AkzoNobel seeks to ensure compliance with our core values of safety, integrity and sustainability from our business partners. Through the Business Partner Code of Conduct, we expect that all our business partners conduct business fairly and with integrity and comply with all laws and regulations applicable to the business they conduct for AkzoNobel. In some cases, we partner with D&B to undertake due diligence and risk assessment and also enter into contractual agreements before onboarding vendors.

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

	Total No. of affected Employee/Worker		No. of Employees/Worker who are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	2024-25	2023-24	2024-25	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 career endings resulting from retirement or termination of employment? (Yes/ No)

No.

5. Details of assessment of value chain partners on health & safety practices and working conditions

The TfS initiative provides infrastructure for online assessments carried out by EcoVadis – the partner of TfS and AkzoNobel – and on-site audits. Both programs are based on international standards and cover key sustainability areas like Environment, Labor and Human Rights, Health and Safety, Ethics and Responsible Supply Chains. The results of audits and assessments are reviewed and closed at the earliest.

During the year, around two-third of the suppliers were assessed for these parameters.

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.

TfS conducts audits from time to time. Audit observations, if any, are reviewed and closed at the earliest.

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.

We have engaged with our stakeholders to understand areas of interest and material matters. Despite unprecedented times, we continued to deliver on interests of stakeholders and engaged with them for this. Material matters are topics which influence an organisation's ability to create sustainable value not only for itself, but also for the stakeholders, over the short, medium and long term. These topics are mapped on a matrix to show their relevance to 'Influence on stakeholder assessments and decisions' and 'Significance of economic, environmental, and social impacts' to create a predictive model of value creation.

Material matters are defined in line with ESG principles in line with the group assessment. These material matters are identified, prioritised, and monitored as part of our operational, financial, and social activities and are closely linked with our value creation process. These have been identified as High, Medium and Low per the chart below. These issues are contextual and may have positive as well as adverse impacts.

High	Medium	Low
Innovating Sustainable product(s)	Waste management	Protection of human rights
Emissions and energy	Diversity & inclusion	Community involvement
Employee health & safety	Water management	
Responsible procurement		
Business ethics and corporate governance		

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

Stakeholder Group	Whether identified as vulnerable & marginalised group	Channels of communication	Frequency of engagement (annually/half yearly/ quarterly/ others -please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagements
Local Communities	Yes	Field visits; interactions; CSR initiatives for welfare of community; Local authority meetings; Focus group discussions	Program based	Collaboration with NGOs; Skill development; provision of health facilities; Health and safety; promoting Education; Local employment; grievance redressal
Government/ Regulatory bodies	No	Email, Newspaper advertisements, Website, Regulatory filings, representations, Industry forums	Need based	Local development; Adherence to regulatory requirements; sustainability; make in India

Stakeholder Group	Whether identified as vulnerable & marginalised group	Channels of communication	Frequency of engagement (annually/half yearly/ quarterly/ others -please specify	Purpose and scope of engagement including key topics and concerns raised during such engagements
Customers/Paint Contractors/Paint Applicators	No	Interaction through digital media; customer satisfaction survey; Email, SMS, pamphlets, advertisements, meetings, website, grievance redressal	Monthly	Product Safety; Customer service; quality; customer satisfaction; new launches and product innovations; schemes; Health and Safety concerns at their workplace etc.
Employees	No	Emails; Review Meetings; Learning & development programmes; performance appraisal & feedback; surveys; employee engagement initiatives; policies in Intranet; Townhall meetings; training programs	Regular	Wellbeing; Occupational Health and safety; Career progression; diversity; Skill development; Training; Company strategy, policy changes, amongst others
Value Chain Partners/Vendors	No	Emails; Meetings; Supplier audits; Sustainable Supply Chain	Need based	Vendor servicing; value creation; long term commitment
Shareholders and Investors	No	Advertisements, Annual General meetings, Investor / Analyst enlargements; media releases, website; Newspaper publications; Annual Report	Quarterly/Annually	Company financial performance and business strategy; Operational performance; Corporate Governance any other material information

## 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.

For CSR initiatives, at the beginning of the year, basis the program objectives and annual action plan in the areas as approved by the Corporate Social Responsibility Committee pursuant to Schedule VII to Companies Act, 2013, challenges, or inputs received during NGOs reviews and stakeholders interactions, any major change/s required is informed to the Corporate Social Responsibility Committee for its guidance, wherever needed.

### 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, the necessary guidance provided by the CSR Committee (if any) is considered for identification and management of the environmental and social initiatives by the Company. CSR Projects are selected in alignment

with Company's CSR focus areas and its ability to provide innovative solutions to social problems. For example, through our flagship "Indradhanush" programme under CSR domain, we have been continuously changing lives of women folks of the small villages/towns by making them self-reliant thereby contributing towards women empowerment in a socially responsible manner under the overall supervision and guidance of the stakeholders including the CSR Committee.

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

The Company engages with various communities across its Manufacturing Plant sites to serve the vulnerable/marginalised stakeholder groups. The Company has many initiatives in place like providing vocational skill training for youth, education to children from underprivileged sections of the society, painting of schools, provision of infrastructure in schools, health care initiatives for villagers and painter community.

All our CSR areas impact the vulnerable sections of the society. For more details, please refer to the Management Discussion and Analysis Section and Annexure II B of the Board's Report.

## 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:

No. of people given trainings on Human Rights issues and policies	2024-25		2023-24	
	Total no.	No. trained	Total no.	No. trained
Employees				
- Permanent	1,267	1,267	1,250	1,246
- Others	0	0	0	0
Workers				
- Permanent	310	310	283	283
- Others	324	324	299	299

## 2. Details of minimum wages paid to employees and workers:

All the employees and workers have been paid minimum wages.

Employees	2024-25			2023-24		
	Male	Female	Total	Male	Female	Total
No. of Permanent Employees = Min. wage	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%
No. of Permanent Employees > Min. wage	1,096	171	1,267	1,084	166	1,250
%	100%	100%	100%	100%	100%	100%
<b>Total no. of Permanent Employees</b>	<b>1,096</b>	<b>171</b>	<b>1,267</b>	<b>1,084</b>	<b>166</b>	<b>1,250</b>
No. of Temporary Employees = Min. wage	0	0	0	0	0	0
%	-	-	-	-	-	-
No. of Temporary Employees > Min. wage	0	0	0	0	0	0
%	-	-	-	-	-	-
Total no. of Temporary Employees	0	0	0	0	0	0

Workers	2024-25			2023-24		
	Male	Female	Total	Male	Female	Total
No. of Permanent Workers = Min. wage	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%
No. of Permanent Workers > Min. wage	310	0	310	283	0	283
%	100%	0%	100%	100%	0%	100%
<b>Total no. of Permanent Workers</b>	<b>310</b>	<b>0</b>	<b>310</b>	<b>283</b>	<b>0</b>	<b>283</b>
No. of Temporary Workers = Min. wage	228	12	240	272	10	282
%	74%	75%	74%	95%	83%	94%
No. of Temporary Workers > Min. wage	80	4	84	15	2	17
%	26%	25%	26%	5%	17%	6%
Total no. of Temporary Workers	<b>308</b>	<b>16</b>	<b>324</b>	<b>287</b>	<b>12</b>	<b>299</b>

## 3. Details of remuneration/ salary/ wages

## a. Median remuneration/ wages:

	Male		Female	
	No.	Median remuneration	No.	Median remuneration
Board of Directors	5	10.64	1	2.27#
KMP	3	10.64	-	-
Employees other than BoD & KMPs	1400	1.00	172	1.17
Workers	305	0.57	-	-

# for part of the year since her appointment

## b. Gross wages paid to females as % of total wages paid by the entity:?

	2024-25	2023-24
Gross wages paid to females as % of total wages	11.0%	11.0%

**4. Do you have a focal point responsible for addressing human rights impacts or issues caused or contributed to by the business?**

Yes. The Head HR is responsible for addressing impacts or issues caused or contributed to by the business with respect to Human Rights.

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

As part of our core principles, we are committed to respecting internationally recognized human rights in all our operations and throughout our value chain. This commitment is in line with the applicable Indian labour legislations.

Our Code of conduct outlines the responsibility we take for avoiding the infringement of human rights, and for remediating any human rights impact resulting from our activities, our products, or any activities that our business partners conduct on our behalf. We also have speak up forum to register any grievances.

More details may be found in our position paper on Human Rights on our website.

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

	2024-25		Remarks	2023-24		Remarks
	Filed during the year	Pending resolution at year-end		Filed during the year	Pending resolution at year-end	
Working conditions	0	0		0	0	
Health & safety	0	0		6	2	
Sexual Harassment	2	0		2	0	
Discrimination at workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

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

	2024-25	2023-24
Total complaints reported under POSH	2	2
Complaints on POSH as a % of female employees/ workers	1.1%	1.1%
Complaints on POSH upheld	0	1

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

Our whistle blower policy includes a global SpeakUp! Mechanism that safeguards complainants from adverse consequences. The platform allows anonymous reporting, ensuring confidentiality for the complainant. The investigating officer maintains the confidentiality of the complainant, and the policy provides protection against any retaliatory action.

In case of sexual harassment cases, the Company is committed to providing an enabling working environment for its employees which is equitable, free of unlawful discrimination or harassment. The Company has an Internal Complaints Committee ('ICC'). The Presiding officer of the ICC is a senior female official having experience as well as perspective on the course of action required in sexual harassment cases. The decision on the action to be taken against the employee in a sexual harassment case is in consultation with the External ICC member. Overall, the ICC ensures that Principle of Natural Justice is followed in the entire process and full confidentiality of complainant is maintained during and after resolution of complaint.

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

Yes, human rights requirements form part of our business agreements and contracts.

**10. Assessments for the year:**

% of plants & offices assessed	2024-25
Child labour	100%
Forced/ involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	

- All sites/offices strictly adhere to relevant policies and have been assessed for child labour and forced labor. The company prohibits such practices within its premises.
- Sexual harassment prevention and redressal methodologies are implemented across all sites/offices in accordance with local laws and group guidelines.
- As an equal opportunity employer, no discrimination is tolerated in any aspect.
- Payment of wages is ensured on time at all sites/offices, following local practices and legislative requirements.

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

No corrective action was required to be undertaken and hence not applicable.

**Leadership indicators**

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

As there has been no Human rights grievances/complaints, there has been neither a process modification, nor a process introduction.

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

Embedding a continuous human rights due diligence process to determine a company's salient human rights issues is at the core of the UNGPs. Results of our ongoing due diligence are used to update our global salient human rights issues assessment every year. In addition, we operate continuous topic-specific due diligence processes that help us identify (potential) human rights impacts, on which we both engage and communicate. For example, our Health, Safety, Environment and Security (HSE&S) audits assess the health and safety conditions at our manufacturing sites.

**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?**

We are striving to ensure all our offices, factories and RD&I labs are accessible to differently abled employees and workers. We are progressing towards upgrading the infrastructure in a phased manner. This plan includes installation of signages, ramps and handrails, dedicated parking and washrooms, wherever possible/ applicable.

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

The TfS initiative provides infrastructure for online assessments carried out by EcoVadis – the partner of TfS and AkzoNobel – and on-site audits. Both programs are based on international standards and cover key sustainability areas like Environment, Labor and Human Rights, Health and Safety, Ethics and Responsible Supply Chains. The results of audits and assessments are reviewed and closed at the earliest.

During the year, around two-third of the suppliers were assessed for these parameters.

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

NIL

**PRINCIPLE**

**6**

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

**Essential indicators**

**1. Details of total energy consumption (in Joules or multiples) and energy intensity. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

GJ	2024-25	2023-24
<b>From renewable sources</b>		
Total electricity consumption (A)		
Total fuel consumption (B)		
Energy consumption through other sources (C)	38,224	33,177
<b>Total energy consumption from renewable sources (A+B+C)</b>	<b>38,224</b>	<b>33,177</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	35,326	30,662
Total fuel consumption (E)	3,603	5,552
Energy consumption through other sources (F)		
<b>Total energy consumption from non-renewable sources (D+E+F)</b>	<b>38,929</b>	<b>36,214</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>77,152</b>	<b>69,391</b>
<b>Energy intensity per mn rupee of turnover</b>	<b>1.9</b>	<b>1.8</b>
Energy intensity per mn rupee of turnover adjusted for Purchasing Power Parity (Total energy consumption/ Revenue from operations adjusted for PPP)	39.0	36.2

We invest in energy reduction programs, improve energy monitoring, and enhance governance structure. Our renewable energy salience during 2024-25 was ~50%, achieving our 2025 target. We continue to utilize in-house rooftop solar panels and procure renewable energy externally (where permitted) to strengthen our commitment to renewables.

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

No, the entity does not have any site/facility identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Parameter	2024-25	2023-24
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Ground water	29,250	27,760
(iii) Third-party water	101,110	91,570
(iv) Seawater/ desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>130,360</b>	<b>119,330</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>130,360</b>	<b>119,330</b>
Water intensity per mn rupee of turnover (Total water consumption/Revenue from operations)	3.2	3.0
Water intensity per mn rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	66	62

4. Provide the following details related to water discharged:

	2024-25	2023-24	Specify level of treatment
<b>Water discharged by destination and level of treatment (in kilolitres)</b>			
Sent to third parties	439	178	
No treatment			
With treatment	439	178	Pretreated before sending to Common Effluent Treatment Plant (CETP)
Others			
No treatment	13,770	11,949	
With treatment	13,770	11,949	Treated in the inhouse STP/ ETP
<b>Total Water discharged</b>	<b>14,209</b>	<b>12,127</b>	

Note: water discharged differs from water consumption due to evaporation, transportation losses etc

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

The entity has a Zero Liquid Discharge mechanism in place at all its factories. Sewage Treatment Plants (STPs) treat domestic effluent for reuse in gardening. Effluent Treatment Plants (ETPs) are installed to treat process effluent, which is either reused in the process or for other purposes within the premises, following the approved method stated in the Consent Order.

6. Please provide details of air emissions (other than GHG emissions) by the entity.

	2024-25	2023-24
NOx (tons)	0.66	0.94
SOx (tons)	1.43	2.02
Particulate Matter (PM)		-
Persistent organic pollutants (POP)		-
Volatile organic compounds (VOC)	54.77	47.61
Hazardous air pollutants (HAP)	-	-
Others - please specify	-	-

VOC emission abatement systems are being installed to reduce VOC emissions.

## 7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity.

Parameter/Metric tonnes of CO2 equivalent	2024-25	2023-24
Total Scope 1 emissions	304	429
Total Scope 2 emissions	8,133	6,838
Total Scope 1 and Scope 2 emissions per mn rupee of turnover	0.2	0.2
Total Scope 1 and Scope 2 emissions per mn rupee of turnover adjusted for PPP	4.3	3.8
Total Scope 1 and Scope 2 emission intensity in terms of physical output (volume -mn lts)	34	30

There is an increase in scope 2 emissions in 2024-25 compared to previous financial year as the powder coating facility was newly commissioned and operational since Q4 2024.

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

The first key decarbonization lever for our Scope 1 and 2 emissions is reducing the amount of energy we consume.

We've identified several programs to help us achieve this:

- Operational excellence that will apply energy management to our daily operations and reduce our energy use in production, warehouses and offices
- Upgrading inefficient assets such as chillers, air compressors and furnaces to best-in-class and improve HVAC systems for our buildings and

### Warehouses

Our second key lever is maximizing renewable electricity, with a priority to produce on-site with solar panels and with renewable purchasing agreements. We also have a renewable electricity target of 50% for 2025 and 100% for 2030. We purchase Renewable Electricity Certificates or Guarantees of Origin and actively look for off-site power purchasing agreements (PPAs) where possible.

## 9. Provide details related to waste management by the entity.

In line with our strategy of reducing, reusing and recycling materials, our material optimization process focuses on diverting slow-moving and obsolete materials from incineration to internal reuse and third-party recyclers and outlets. We drive waste reduction through multi-disciplinary collaboration between our commercial teams, supply chain, manufacturing, HSE&S and our innovation teams.

We continued to achieve our ambition of zero waste to landfill (defined as <1% of total waste) in 2024-25.

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

Switching gears towards a circular economy means reducing waste and increasing circularity throughout our value chain. We're driven by 3R's reduce, reuse, and recycle, while our products seek to protect and give longer life to surfaces and materials. Reducing waste at source and increasing circularity we're on a journey towards achieving 100% circular use of materials in our own operations by 2030 which is in line with AkzoNobel global targets. To reach there, we're focused on reducing the amount of waste and increasing the circular use of materials. By March 2025, we achieved circular use of materials for 88.6% of our obsolete material and waste streams.

Product stewardship policy is followed to eliminate/ substitute/reduce toxic chemicals with specific timelines to eliminate or reduce toxicity. Eg. increasing use of powder coatings/ low VOC products manufactured in liquid coatings for industrial applications. The household products follow the same hierarchy of controls.

## 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:

The entity does not have operations/offices in/around ecologically sensitive areas.

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

No new site constructed during the year under review.

## 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 thereunder (Y/N).

Yes, the entity is compliant with the applicable environmental law/regulations/guidelines in India.

## Leadership indicators

### 1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

None of the sites operate in water-stress zones. However, all sites monitor water footprint and are implementing measures for conservation.

### 2. Please provide details of total Scope 3 emissions & its intensity, in the following format

Metric tonnes of CO2 equivalent	2024-25	2023-24
Total Scope 3 emissions	777	726
Total Scope 3 emissions (kg) per rupee of turnover (INR)	0.0	0.0

The Scope 3 greenhouse gas (GHG) emissions are calculated as per AkzoNobel Carbon Reporting in accordance with the Greenhouse Gas Protocol. The results in the Annual report only include the GHG protocol scope 3 emission categories that are included as part of the AkzoNobel carbon reporting. The results are given in kilo tonnes of carbon dioxide equivalents, independent of any GHG trades, such as purchases, sales, or transfers of offsets or allowances.

Our Scope 3 carbon footprint is currently at 777 kilo tonnes, reflecting a YoY increase in tandem with higher sales volume. It includes:

- Upstream: Category 1 – purchased goods (including packaging);
- Downstream: Category 10 & 11 – processing and use of sold products; Category 12 – end-of- life treatment of sold products and VOC emissions in processing/ use through to end-of-life.

AkzoNobel has identified four key levers that should enable us to achieve 50% reduction in carbon emissions across our value chain:

- Energy transition: When suppliers and customers choose to switch to greener forms of energy, we group those initiatives under the Energy transition carbon reduction lever. Through our projects and programs on energy transition, we aim to offer our customers lower carbon footprint solutions.
- Process efficiency: In our Automotive and Specialty Coatings business, demand for ambient and UV curing coatings – which don't require gas to cure – is rising. We are also increasingly tapping collaboration opportunities in EV space in ASC and Powder coatings.
- Reduced solvent emissions: This can be done by switching to water-based products, increasing use of Powder coatings and reduction of solvents in our formulations.
- Circular solutions: This lever focuses on reducing the end-of-life impact of the fossil-based materials in our products. Our packaging is already utilizing ~10% recycled plastic, and we strive to gradually increase this going forward, without compromising on the quality of the containers.

### 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.

### 4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives.

S. No	Initiative undertaken	Details of the initiative	Outcome of the initiative
1	Carbon emission reduction	Please refer P6.7 and P6(L).2	
2	Renewable energy	Please refer P6.1	
3	Circular use of materials	Please refer P6.10	

Further details are available in the Sustainability Policy which is available on our website.

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

The entity has in place a documented framework and a process for managing critical activities during occurrence of a disaster or a high impact risk event across its manufacturing sites, RD&I Labs, Offices, Warehouses and key processes.

The business continuity plans are integrated in our Enterprise-wide Risk Management program. It ensures continuity of delivery of products or services at pre-defined acceptable levels following a disruptive incident.

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

Around two-third of value chain partners were assessed for impacts through the Ecovadis assessment and TfS audit.

### 7. How many Green Credits have been generated or procured:

- By the listed entity
- By the top ten (in terms of value of purchases and sales, respectively) value chain partners

None/NA

## 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.*

We currently have five affiliations with state/national trade and industry chambers/ associations.

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

We are currently associated with the following Industry chambers/associations:

S. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry (CII)	National
2	Indian Paints Association (IPA)	National
3	Paints & Coatings Skill Council (PCSC)	National
4	Federation of Indian Export Organisations(FIEO)	National
5	The National Association of Software and Service Companies	National

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

Name of authority	Brief of the case	Corrective action taken
Not Applicable		

Your Company has not engaged in anti-competitive conduct and hence no such adverse orders have been issued on the company in the past 10 years.

## Leadership indicators

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

Your Company participates in various programmes of the Industry/Trade associations for development of balanced regulations by engaging with the regulatory bodies in a responsible manner. The Company has advocated upon the following public policies on:

- Anti-dumping duty on TiO<sub>2</sub>

This information is not available in public domain as these representations have been through Industry Associations.

## PRINCIPLE

## 8

**Businesses should promote inclusive growth and equitable development**

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 the project	SIA notification number	Date of Notification	Whether conducted by independent external agency? (Yes/No)	Results communicated in public domain (Yes/No)	Web link, if available
Not Applicable					

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

S.No	Name of the project for which R & R is ongoing	State	District	No. of project affected families (PAFs)	% of PAFs covered by R & R	Amount paid to PAFs in FY (in J)
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There is no ongoing Rehabilitation and Resettlement (R&R) being undertaken by the entity

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

We generally address all grievances through local community institutions represented by community leaders. In case of villages, Panchayats acts as a platform to receive and address grievances and at cities it is done through Government municipalities.

Also, as a part of our CSR program, our employees periodically interact with the local community to understand and address community concerns. Based on these interactions, we have not encountered any specific grievance from the community at present.

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

Metric tonnes of CO <sub>2</sub> equivalent	2024-25	2023-24
Directly sourced from MSMEs/ small producers	~5%	~5%
Directly from within India	>50%	>50%

We optimize the sourcing mix – making use of global, regional and local sources – to meet the needs of our Business Units across all the regions and markets in which we operate. More than 50% of our input material is sourced from within India based on local availability.

Around 5% of our inputs are sourced from MSMEs. The Company actively collaborates with MSME suppliers located near its manufacturing sites, in alignment with the product requirements. To enhance the capacity and capability of its suppliers, the following steps have been taken:

- Conducting improvement trainings in areas such as technology, quality, health and safety, environment, productivity, and capacity.
- Assisting suppliers in upgrading their overall capabilities by leveraging global best practices.
- Benchmarking to ensure the delivery of world-class products with the highest quality standards.

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

Location	2024-25	2023-24
Rural	27%	24%
Semi-urban	0%	-
Urban	12%	12%
Metropolitan	62%	64%
Total wages paid	100%	100%

## Leadership indicators

### 1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments

Details of negative social impact identified	Corrective action taken
	Not applicable

### 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	West Bengal	Birbhum	14,883,275
2	Jharkhand	East Singbhum	1,299,629

We have undertaken project for providing Vocational Skill Training to rural women and youth in three aspirational districts.

- ### 3.
- Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No).
  - From which marginalised/vulnerable groups do you procure?
  - What percentage of total procurement (by value) does it constitute?

AkzoNobel aims work together with suppliers as partners. Suppliers are expected to adhere to our company's core values of safety, integrity and sustainability, and are selected through a rigorous, fair and non-preferential process. Currently, no inputs are sourced from marginalized or vulnerable groups. Our policy statement on responsible procurement may be accessed on our website.

**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
		Not applicable		

**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.**

There were no issues/ disputes reported regarding intellectual property during the reporting period.

The AkzoNobel IP team initiated 9 new matters in the reporting period against a 3<sup>rd</sup> party to enforce AkzoNobel's trademark rights and copyrights. In addition, the IP team is investigating the validity of 1 potential claim against AkzoNobel relating to copyright infringement. This means the IP team will follow up on these matters and take the necessary legal actions to enforce AkzoNobel's IP rights and defend AkzoNobel's position.

10 corrective actions were started in the reporting period in relation to intellectual property:

- 3 copyright rectification actions are started against a 3<sup>rd</sup> party.
- 5 trademark oppositions are filed against the registration of a trademark by a 3<sup>rd</sup> party at the India Trademarks Registry.
- 1 trademark cancellation request was filed to cancel a 3<sup>rd</sup> party trademark registration.
- In addition, a potential claim against AkzoNobel relating to copyright infringement is being investigated.

**6. Details of beneficiaries of CSR Projects:**

S. No	CSR Project	No. of persons benefited from CSR project	% of beneficiaries from vulnerable and marginalised groups
1.	Skill Training to youth/painters to provide Livelihood	3,792	100%
2.	Providing Education for children	6,500	100%
3.	Providing access of Health care through tele medicine	15,660	100%

Your Company's key community initiatives focus on beneficiaries belonging to vulnerable and marginalized groups, hence the entire coverage numbers qualify to be included under 'beneficiaries from vulnerable and marginalized groups'.

Please also refer to the Corporate Social Responsibility update in the Management Discussion and Analysis section and Annexure II B of the Directors Report.

**PRINCIPLE**

**9**

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

**1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

There is a well-publicized mechanism for customers to voice their grievances, and our company is committed to resolving consumer complaints transparently and in a solution-oriented manner. We have a robust customer care and response management system in place to address customer queries, feedback, and concerns promptly. Our focus on new technologies, integration, and standardization ensures a delightful consumer experience. We strive to serve customers with courtesy, respect, and understanding at all times.

We have established multiple lines of communication for a customer to reach us:

Toll Free Number: 1800 3000 4455

Website(s): [www.dulux.in](http://www.dulux.in) and [www.akzonobel.co.in](http://www.akzonobel.co.in)

Email: [customercare.india@akzonobel.com](mailto:customercare.india@akzonobel.com)

Sales touch point for the dealer

We utilize an IT-enabled Customer Relationship Management (CRM) tool to capture and track all complaints received through various communication channels. This ensures that every query is responded to and monitored until it is successfully resolved.

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

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

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

	<b>2024-25</b>		<b>Remarks</b>	<b>2023-24</b>		<b>Remarks</b>
	<b>Received during the year</b>	<b>Pending resolution at end of year</b>		<b>Received during the year</b>	<b>Pending resolution at end of year</b>	
Data Privacy	-	-		-	-	
Advertising	-	-		-	-	
Cyber-Security	-	-		-	-	
Delivery of essential services	-	-		-	-	
Restrictive Trade practice	-	-		-	-	
Unfair trade practice	-	-		-	-	
Others	2,373	737		1,498	646	Complaints relating products, packaging, technical and colour

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

	<b>No. of instances</b>	<b>Reasons for recall</b>
Voluntary recalls	0	N/A
Forced recalls	0	N/A

There have been no product recalls on account of safety issues. Our products undergo quality assurance from safe usage and handling perspective. In addition, our product packaging carry safe usage instructions.

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

Our Company has a comprehensive framework in place to manage cybersecurity and data privacy in alignment with Group policies. Cybersecurity and data privacy are identified as risks in our Risk Management framework. We are committed to protecting the personal data of our consumers, employees, and business partners, adhering to global standards on data privacy. Regular awareness and training sessions are conducted for our employees to ensure compliance with these standards.

**6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.**

There were no such instances occurred during the reporting year.

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

a. No. of instances	2
b. % of data breaches involving personally identifiable information of customers	0
c. Impact, if any	None

We had 2 instances of data breaches in FY 2024-25 due to wrongly sending emails and were only relating to employee's personal data. Both incidents were minor with no real impact on privacy rights of the involved individuals

**Leadership indicators**

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

The platforms used for the information are the Company's website, Annual Report, social media platforms and media advertisement/publications. Information relating to all the products and services provided by the Company are available on the Company's websites at [dulux.in](http://dulux.in) and [akzonobel.co.in](http://akzonobel.co.in)

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

Safety applications and procedures are clearly stated on our livery and websites. Additionally, we conducted awareness campaigns for painters and contractors as well as application trainings and workshops for B2B customers from time to time to ensure their understanding and adherence to safety protocols.

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

There was no risk of disruption/discontinuation of essential services and hence no requirement of informing consumers on actions required in such an eventuality.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

The entity complies with the local laws by displaying mandated information on product labels. In addition to the

required declarations, additional information related to the products and their usage is provided on the labels.

Apart from the Packaged Commodities Rule & Lead Content declaration (for Architectural paints) which are mandatory, the application and usage details are also provided along with the product proposition.

A centralized survey is conducted by an external agency with a random sample of outlets, covering multiple touch points including Customer Satisfaction. We work upon how we can improve and measures are implemented accordingly.

**For and on behalf of the Board of Directors**

**Rajiv Rajgopal**

Chairman & Managing Director

DIN: 06685599

Place: Gurugram

Date: 14<sup>th</sup> May 2025