07 July 2022

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 2021-22

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the Business Responsibility and Sustainability Report for the financial year 2021-22.

This is for your information and record.

Thanking you,

Yours faithfully
for Akzo Nobel India Limited

Harshi Rastogi
Company Secretary
Membership#A13642

Encl : as above

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)

This BRS Report follows the National Voluntary Guidelines on social, environmental and economic responsibilities of business, as notified by the Ministry of Corporate Affairs, Government of India, which laid down the following principles:

Principle #	Description
P1	Businesses should conduct and govern themselves with Integrity, and in a manner that is Ethical, Transparent and Accountable with Ethics, Transparency and Accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive to all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and restore the environment
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

SECTION A: GENERAL DISCLOSURES

I. Details of the Listed Entity

1. Corporate Identity Number (CIN) of the Listed Entity: L24292WB1954PLC021516
2. Name of the Listed Entity: Akzo Nobel India Limited
3. Year of Incorporation: 1954
4. Registered Office address: Geetanjali Apartment, 1st Floor, 8-B, Middleton Street, Kolkata 700 071
5. Corporate Office address: 9th Floor, Magnum Towers 1, Sector 58, Gurgaon 122 011
6. E-mail id : investor.india@akzonobel.com
7. Telephone: 0124 4852400
8. Website : www.akzonobel.co.in
9. Financial year for which reporting is being done: April 2021 - March 2022
10. Name of the Stock Exchange(s) where shares are listed: BSE Limited and National Stock Exchange of India Limited
11. Paid-up Capital: ₹ 455.4 million
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:

Name	Harshi Rastogi
Telephone number	0124-4852400
Email	harshi.rastogi@akzonobel.com

13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together):

    The disclosures under this report are made on a consolidated basis.

II. Products/Services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Manufacturing	Manufacturing and supply of Paints, varnishes, enamels or lacquers	100%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Paints, varnishes, enamels or lacquers	20221	100%

III. Operations

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

Location	Number of plants	Number of offices	Number of Depots/ Sales locations	Total
National	5	4	33	42
International	-	2	2	4

17. Markets served by the entity:

a. Number of locations

Locations	Number
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 5.5% of the total turnover of the entity.

c. A brief on types of customers

We serve broadly 3 categories of consumers as below-

Home Owners: We offer a wide variety of essential products for every situation and surface, including paints, lacquers and varnishes.

Institutions /Builders: Dulux professional range of products serve the builder segment & other institutional decorative paint users.

Industrial Users:

- Automotive and Specialty Coatings: Automotive OEM Coatings, Consumer Electronics Coatings, Vehicle Refinishes
- Industrial Coatings: Coil and Extrusion Coatings, Packaging Coatings, and Wood Finishes and Adhesives
- Marine and Protective Coatings: Anti-corrosive protection, fouling control technologies, passive fire protection and aesthetic solutions
- Powder Coatings : Sustainable option for protecting a wide variety of metal surfaces

IV. Employees

18. Details as at the end of the Financial Year

Employees and workers (including differently abled)

	Male	Female	Total*
No. of Employees	1,050	133	1,183
Permanent	1,050	133	1183
Others	-	-	-
No. of Workers	487	10	497
Permanent	284	0	284
Others	203	10	213
Total	**1,537**	**143**	**1,680**
Permanent	1,334	133	1467
Others	203	10	213

*Including 3 differently abled male permanent employees

19. Participation/Inclusion/Representation of women

		No. and percentage of Females	
	Total (A)	No. (B)	% (B / A)
Board of Directors	6	1	17%
Key Management Personnel	3	1	33%

20. Turnover rate for permanent employees and workers

	2021-22			2020-21		
	Male	**Female**	**Total**	**Male**	**Female**	**Total**
Permanent Employees	11%	13%	11%	25%	19%	24%
Workers	2%	-	2%	12%	-	12%

For details refer Human Resources and Risk & Opportunities Section under Management Discussion and Analysis

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

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

S. No.	**Name of the holding / subsidiary / associate companies / joint ventures (A)**	**Indicate whether holding/ Subsidiary/ Associate/ Joint Venture**	**% of shares held by listed entity**	**Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)**
1	Akzo Nobel N.V., Netherlands	Ultimate Holding Company	74.76% through its wholly owned subsidiaries Imperial Chemical Industries Limited, United Kingdom and Akzo Nobel Coatings International B.V., Netherlands	Yes
2	ICI Research & Technology Centre (company limited by guarantee)	Subsidiary Company	25% voting rights, effective control is exercised through voting rights of related parties.	Yes

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: **Yes**
    (ii) Turnover (in ₹ m) **31,486**
    (iii) Net worth (in ₹ m) **12,588**

VII. Transparency and Disclosures Compliances

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

		FY 2021-22 Current Financial Year			**FY 2020-21 Current Financial Year**		
Stakeholder group from whom complaint is received	**Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)**	**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: customercare.india@akzonobel.com Helpline: 1800 3000 4455; Through local NGO partners						
Investors (other than shareholders)	Email: investor.india@akzonobel.com	-	-	-	-	-	-
Shareholders	SEBI, Stock Exchange,Registrar and Share Transfer Agent, Email: investor.india@akzonobel.com	10	-	-	9	-	
Employees and workers	Speak up (Vigil Mechanism) [Only cases resolved through speak up route]	7	4	-	4	3	

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)	FY 2021-22 Current Financial Year: No. of complaints filed during the year	FY 2021-22 Current Financial Year: No.of complaints pending resolution at close of the year	FY 2021-22 Current Financial Year: Remarks	FY 2020-21 Current Financial Year: No. of complaints filed during the year	FY 2020-21 Current Financial Year: No.of complaints pending resolution at close of the year	FY 2020-21 Current Financial Year: Remarks
Customers	Email: customercare.india@akzonobel.com Helpline: 1800 3000 4455	1,822	194	-	1,971	209	-
Value Chain Partners	Email: customercare.india@akzonobel.com Helpline: 1800 3000 4455	-	-	-	-	-	-

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

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

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

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs.	Code of Conduct Policy; Whistle blower Policy	HSES Policy; Responsible Procurement Policy; Sustainability policy	Human Rights Policy; Diversity & Inclusion Policy	HSES Policy; Responsible Procurement Policy	Code of Conduct Policy; Human Rights Policy	HSES Policy; Sustainability Policy	Code of Conduct Policy	Human Rights Policy; Diversity & Inclusion Policy; CSR Policy	Code of Conduct Policy; HSES Policy; Responsible Procurement-policy; Sustainability Policy; Whistleblower Policy
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	https://akzonobel.co.in/corporate-governance.php#policy								
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, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 45001 (OHSAS); ISO 9001; ISO 14001; CSR disclosures pursuant to Section 135 of the Companies (Corporate Social Responsibility Policy) Rules, 2014, as amended; Corporate Governance voluntary guidelines 2009								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	By 2030, we aim to; • reduce our carbon emissions by 50% • utilize 100% of our energy requirements from renewable sources • move towards zero waste								
Governance, leadership and oversight									
6. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	Refer Chairman and MD statements								
7. Details of the highest authority responsible for implementation and oversight of the of the Business Responsibility policy (ies).	The Board of Directors of the Company oversee the implementation of the Business Responsibility Policy(ies)								
8. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues?	No specified committee. However, the Managing Director is responsible for decision making on sustainability related issues								

9. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Frequency								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Ongoing								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company complies with all applicable statutory requirements									Quarterly								
10. 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.	Independent assessment has been carried out by Lloyd's Register Quality Assurance Limited in case of Health and Safety Managment, energy consumption, water withdrawal and consumption, air emissions, green house gas emissions and waste mangement. Our responsible procurement policy, business partner code of conduct and assessment through EcoVadis help to give us visibility of our third parties to ensure that their business principles are consistent with our own. Further, the internal audit programme reviews adherence to relevant policies.																	
11. 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.

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

   The following trainings /awareness sessions were held during the year –

   For all Directors including KMP

   - Environmental, Social and Governance (ESG) matters including BRSR
   - ESG- Harnessing values for the future
   - Changes in Companies Act and SEBI Listing Regulations

   For all Employees

   - Code of conduct training
   - Gift & hospitality Rules Training
   - Training on The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act
   - IT Security Training
   - Health & Safety related sessions

   For all Workers

   - Code of conduct training
   - Training on The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act
   - Health & Safety related sessions

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.

   There have been no fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings by the entity or by directors / KMPs which have a monetary or non monetary impact based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015, as amended.

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.

   No such instances and hence not applicable.

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

   Yes, the entity has an anti-bribery and corruption policy. We don't make, offer, authorize or accept bribes or facilitation payments. Any kind of bribery or corruption is unacceptable and will not be tolerated. We expect all our employees and our business partners acting on AkzoNobel's behalf to apply the highest ethical standards in their business dealings and relationships at all times. 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.

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

   There were no complaints with regard to conflict of interest.

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 corrective actions taken or pending from any regulator/ law enforcement agencies/ judicial institutions on cases of corruption and conflicts of interest.

8. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/ No) If Yes, provide details of the same.

   Yes the entity has processes in place to avoid/ manage conflict of interests involving members of the Board. All the related party transactions are recorded in the Register of Contract(s) on a quarterly basis and placed before the quarterly board meeting and all the Directors sign the same.

   The Company has a Code of Conduct which provides clear guidelines for avoiding and disclosing actual or potential conflict of interest with the Company. The Company receives an annual declaration from its Board of Directors and all its employees.

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

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 constantly innovate to bring surfaces to life by offering our customers the most sustainable solutions that go beyond generations. As we strongly believe in the importance of innovation to keep AkzoNobel at the forefront of the paints and coatings industry, we have continued to

invest in R&D. Our robust R&D infrastructure enables us to perform ground-breaking research, facilitate innovation to create world class products to deliver sustainable solutions for our customers.

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.

Please refer Annexure III of the Directors Report for more details.

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

The entity has procedures in place for sustainable sourcing. We create continuing value for AkzoNobel stakeholders in social, environmental and economic terms, for the benefit of our customers, employees, shareholders, communities, the environment and people in our supply chain. As a member of Together for Sustainability ('TfS') we have been proactively managing the sustainability performance and risk management of our suppliers. The Company has defined internal procedures for sustainable sourcing. Akzo Nobel evaluates vendors on environment, social, safety and quality parameters prior to registration as a vendor.

Our Responsible Procurement Policy, Business Partner Code of conduct & assessment through EcoVadis help to give us visibility of our third parties to ensure their business principles are consistent with our own.

The suppliers are asked to endorse Business Partner Code of Conduct to confirm their compliance with environmental, social, human rights and governance requirements.

During the year 2021-22, approximately 50% of raw materials were procured from Sustainable qualified sources.

Company's policy on Responsible Procurement is available on Company website www.akzonobel.co.in and can be accessed from https://akzonobel.co.in/corporate-governance.php#policy

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, the entity has initiated post-consumer waste management projects with waste management service providers as a part of Extended Producer Responsibility (EPR) to collect, segregate and recycle/ recover waste in a sustainable way. This initiative not only ensures compliance to "Plastic Waste Management Rules' 2016", as amended in 2018 but also facilitates reinforcement of positive attitude and behaviour towards responsible waste disposal through consumer awareness.



(b) E-waste: Not Applicable

(c) Hazardous waste: Not Applicable

(d) Other Waste: Not Applicable

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 ensures safe disposal of the pre-consumer and post-consumer packaging.

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

1. Details of measures for the well-being of employees and workers

The company is taking various measures for well being of employees and workers as below-

		% of Employees covered by									
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
For 2021-22		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	1,050	1,050	100%	1,050	100%	-	-	1,050	100%	1,050	100%
Female	133	133	100%	133	100%	133	100%	-	-	133	100%
Total	**1,183**	**1,183**	**100%**	**1,183**	**100%**	**133**	**11%**	**1,050**	**89%**	**1,183**	**100%**

		% of Workers covered by									
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
Category		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	284	284	100%	284	100%	-	-	284	100%	284	100%
Female	-	-	-	-	-	-	-	-	-	-	-
Total	**284**	**284**	**100%**	**284**	**100%**	**-**	**-**	**284**	**100%**	**284**	**100%**
Other than Permanent workers											
Male	203	203	100%	203	100%	-	-	-	-	203	100%
Female	10	10	100%	10	100%	10	100%	-	-	10	100%
Total	**213**	**213**	**100%**	**213**	**100%**	**10**	**5%**	**-**	**-**	**213**	**100%**

The Company does not have 'other than permanent' employees on its rolls.

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

	2021-22			2020-21		
	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	**1,183**	**284**	**Y**	1,041	287	Yes
Gratuity	**1183**	**284**	**Y**	1041	287	Yes
ESI	**0**	**9**	**Y**	0	28	Yes

3. Accessibility of workplaces

We are striving to ensure all Akzo Nobel India Offices and Manufacturing sites are accessible to differently abled employees & workers.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes the entity has an Equal Opportunity policy as per the Rights of Persons with Disabilities Act, 2016.

The Equal Opportunity policy is available on our website at https://akzonobel.co.in/corporate-governance.php#policy

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

The return to work and retention rates of permanent employees and workers that took parental leave is as below-

	Permanent Employees			Permanent Workers		
	Male	Female	Total	Male	Female	Total
Return to Work rate	100%	67%	93%	100%	-	100%
Retention rate	81%	83%	81%	100%	-	77%

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

Yes, there is a Speak up or vigil mechanism available to receive and redress grievances for all employees and workers. Please refer to Vigil Mechanism - Whistle blower Policy and Other disclosure section of the Corporate Governance Report for more details.

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

There are no permanent employees who are part of associations or unions. However, approximately 67% of total permanent workers are a part of associations or unions.

8. Details of training given to employees and workers.

Please refer to Principle 1 of the Business Responsibility and Sustainability Report.

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

All permanent employees and workers were covered under Performance & career development reviews.

10. Health and safety management system:

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

Yes. All manufacturing and commercial Sites are certified for ISO45001 (Health & Safety) Management system by Lloyd's Register Quality Assurance Limited.

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

There is a system in place to identify Hazards & evaluate the risk by conducting risk assessment using AkzoNobel risk matrix to identify and prioritize work-related hazards and risks on a routine and non-routine basis by the entity.

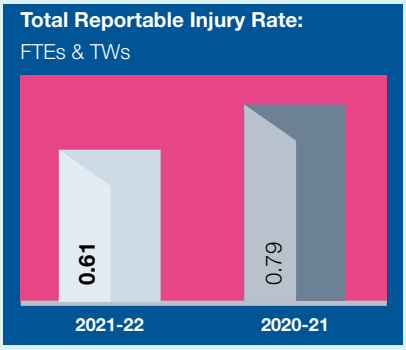
c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)

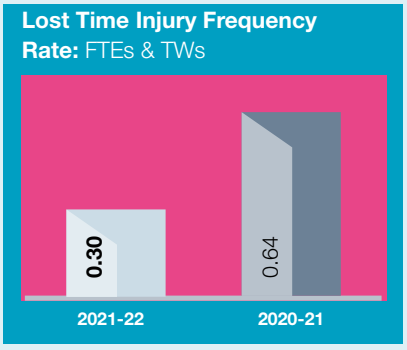
Yes. There is a system in place to report all hazards encountered at workplace and all employees are encouraged to report work related hazards and near miss. They are reported in a software called HSE&S Suite and analyzed to take appropriate measures to eliminate or reduce the risk.

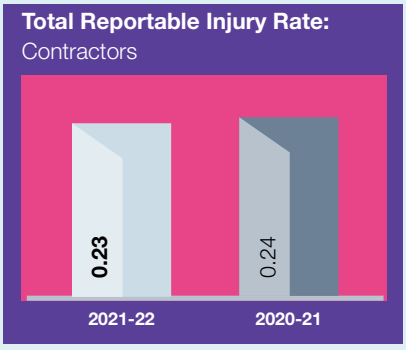
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

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

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







Calculated as Number/ Mioh

Lost Time Injury for contractors has remained zero for last two years.

There have been no fatalities and High consequence work-related injury/ill-health in the last two years.

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

The entity has taken various measures to ensure a safe and healthy work place as detailed below:

People Safety

People Safety is one of our core values. We protect our people by investing in safer technologies and driving behavioral based safety as it is a cornerstone to building a good safety culture. In view of our commitment towards making the workplace safer, the total reportable injury rate ('TRR') in the financial year 2021-22 decreased to 0.61 (2020-21: 0.79). 95% of our commercial locations and 60% of our manufacturing sites have been injury-free for over a year.

The lost time injury rate for employees and temporary workers was 0.30 in 2021-22 (2020-21: 0.64) a decrease from the previous year. Although safety is of paramount importance and is given priority, there are external factors beyond our controls.

To turn around the safety performance, we've continuously explored and introduced number of focused programs, in addition to our yearly HSE&S Common Platform Program in manufacturing locations:

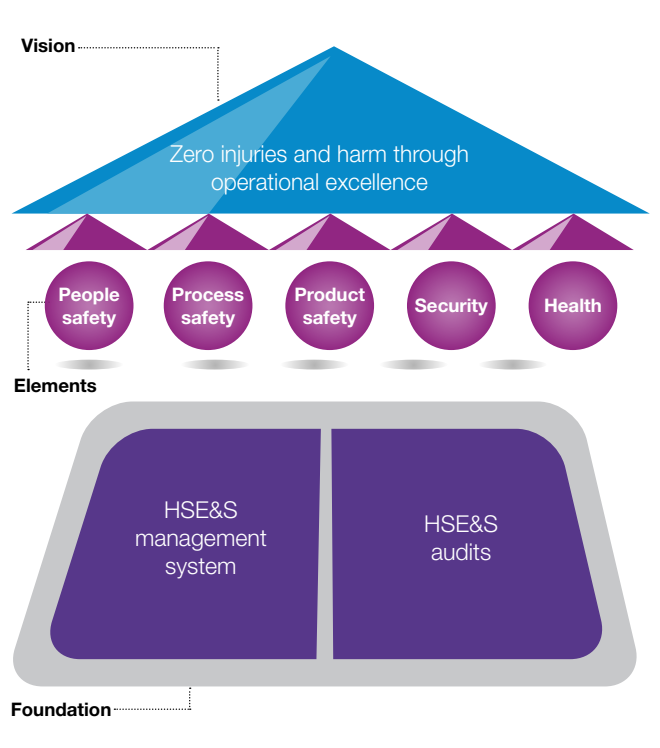
- Implementation of global and site-specific leading performance indicators, shifting our focus from lagging to leading KPI's. This has been critical in further driving visible leadership and employee involvement, leading to proactive injury prevention and behaviour-based safety culture;
- Reinforcement of our learning from incidents program to include early warning alerts;
- Tracking on time action closure for critical HSE&S actions (as part of leading KPI's);
- Safe driving program, with a focus on those using two and four Wheelers;
- Changes in the vehicle use policy which has reduced exposure to driving risk;
- Redesign of the self-assessment questionnaire ('SAQ') - which assesses the maturity of HSE&S program and a review of framework of our global audit program.

The number of contractor reportable injuries was 0.23, nearly same as the previous year. The severity of incident performance has remained steady at zero which is encouraging in view of our commitment towards contractor's safety.

Although, contractor safety remains steady, they remain vulnerable due to their involvement in high-risk activities and changing circumstances. In view of the risk associated with their nature of work, the contractor safety procedure and self-assessment process were introduced to systems, training and process which enhance contractor's engagement.

Process Safety

While Process Safety is of prime importance, the number of loss of primary containment (LOPC) incidents saw an increase in 2021-22. Based on the analysis of procedures safety events during the year and the nature of process and material used, we introduced LOPC process confirmation to identify gaps and upgrade the technological challenges besides addressing other barriers to minimize or eliminate process safety event. Additionally, a dedicated process safety management (PSM) improvement project designated to strengthen our PSM program in alignment with group



requirements was introduced and processes implemented to achieve leading standards in process safety.

Health

We continue to actively manage occupational illness related absenteeism, as part of our commitment to providing a safe working environment and healthy work conditions for all our employees.

Based on the analysis of industrial hygiene ('IH') baseline survey launched in 2019, harmonized company-wide carcinogenic, mutagenic and reprotoxic ('CMR') chemical management guideline has been developed and launched in 2021-22. In order to continue building the IH competencies of our HSE&S professionals at local and regional level, a second edition of our IH awareness online training program was introduced.

Product stewardship policy is followed to eliminate/ substitute/reduce toxic chemicals with specific timelines to eliminate or reduce toxicity. Increasing use of powder

coatings/ low VOC products manufactured in liquid coatings for industrial application helps to achieve that. The household products follow the same hierarchy of controls and all these actions are geared towards our health initiatives.

Manual handling has been a common type of health hazard which may lead to Musculo skeletal disorders and to combat the ergonomic risk, engineering solutions were introduced such as automated bulk bag handling, material handling equipments in the manufacturing area providing end to end solution.

We also launched a physical and mental well-being health campaign with managers and employees to help prevent the risk of increased occupational illness due to COVID-19. We also distributed COVID kit to all the employees in the organization with test kits, respirator protection besides other necessary items as a gesture.

Health and safety in our value chain: The health and safety of our people and those we work with or offer our products to, is our prime responsibility and highest priority. We have a strong health and safety program. Through our priority substance program, we screen thousands of raw materials. We have also initiated due diligence on the impact we have on communities around our sites.

Company's policy on Health, Safety, Environment and Security (HSE&S) is available on Company website www.akzonobel.co.in and can be accessed at https://akzonobel.co.in/corporate-governance.php#policy

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

There were no complaints during the year with respect to working conditions and health and safety made by the employees and workers

14. Assessments for the year:

All manufacturing and commercial sites were covered by Lloyd's assessment. Corporate HSE&S audits are performed once every three years (high hazard sites) to five-year (other sites) cycles by a team of experts. All five manufacturing facilities in India (Other sites) successfully completed the Corporate HSE&S audit in the year 2021.

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

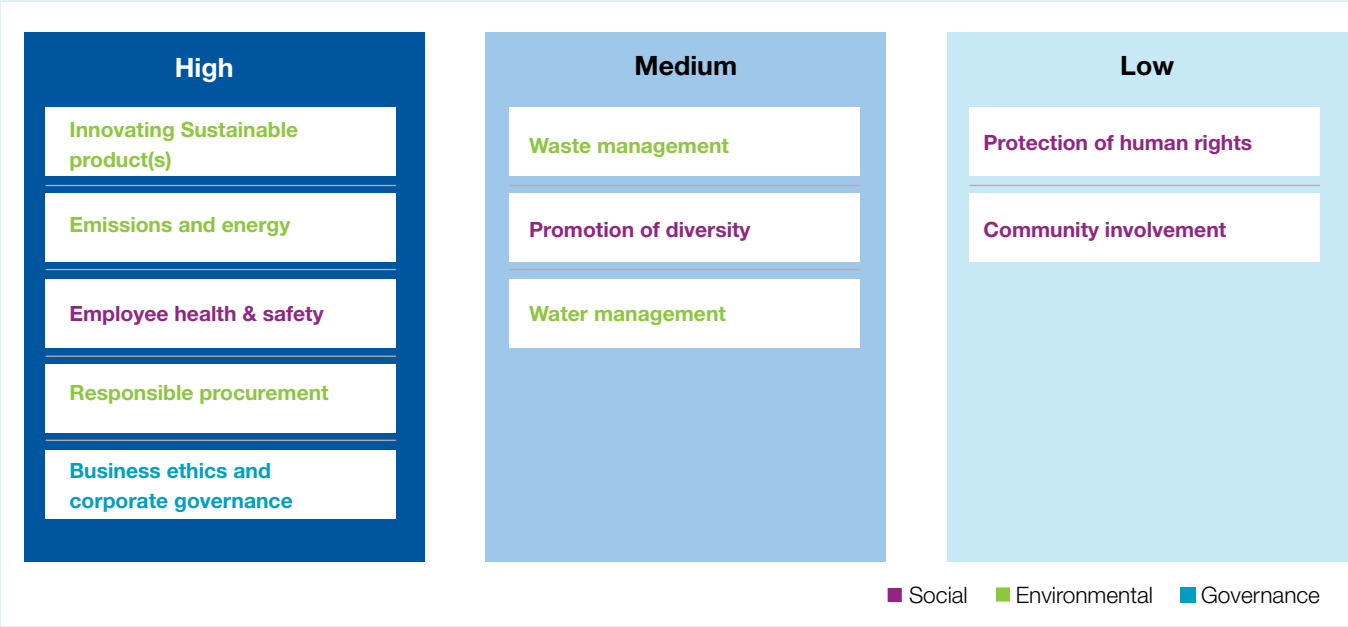
A registration and approval portal for all riders/drivers is initiated for front line employees. GPS Devices were installed to give an active alert to employee for high speed/sudden braking, sudden acceleration.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

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.



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 inculding key topics and concerns raised during such engagements
Communities	Yes	Field visits; interactions; CSR initiatives	Quarterly	Collaboration with NGOs; Feedback on CSR projects; Skill development; provision of health & education facilities
Government/ Regulatory bodies	No	Email, Newspaper advertisements, Website, Regulatory filings, representations, Industry forums	As and when	Local development; Adherence to regulatory requirements; sustainability; make in India
Customers/Paint Contractors/Paint Applicators	No	Interaction through digital media, customer satisfaction survey, Email, SMS, pamphlets, advertisements, Physical meetings, website	Regular	Product Safety; Customer service; customer experience; Innovative products; Health and Safety concerns at their workplace etc.
Employees	No	Learning & development programmes, performance appraisal & feedback, surveys, employee engagement initiatives, Intranet	Regular	Well being; Health and safety; Career progression; diversity and inclusion
Value Chain Partners/Vendors	No	Supplier meetings; one on one interactions	Regular	Vendor servicing; value creation; long term commitment
Shareholders and Investors	No	Disclosures, advertisements, Annual General meetings, periodic investor engagements, media releases, website	Quarterly/ Annually	Shareholders servicing; wealth creation; good corporate governance; compliance

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 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 Director's Report.

PRINCIPLE 5: Businesses should respect and promote human rights

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity:

All the Permanent employees and workers have been provided with the training on human rights issues as a part of code of conduct policy of the entity. For more details, please refer to Principle 1.

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

All the employees and workers have been paid minimum wages.

Average remuneration (INR Mn)	2021-22			2020-21		
	Male	Female	Avarage	Male	Female	Avarage
Employees	2.00	1.92	1.98	1.84	1.98	1.85
Workers	0.69	-	0.69	0.87	-	0.87

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

Average remuneration (INR Mn)	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	3	14.26	1	2.24
Key Managerial Personnel*#	1	38.30	1	11.35
Employees other than BoD and KMP	1,048	0.96	132	1.00

The median remuneration for 497 workers, including 10 female workers was 0.44

*This does not include numbers and median salary of directors/KMP who were on the Board for part of the year; does not include Wholetime Director and CFO who was a KMP for part of the year.

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

Yes. The Country HR Manager is responsible for addressing impact 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.

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.

The Code of Conduct is supplemented by policies on topics such as health and safety, anti-harassment and human rights.

Speak up mechanism is also in place to redress grievances related to human rights issues.

Company's policy on Human Rights is available on Company website www.akzonobel.co.in and can be accessed at https://akzonobel.co.in/corporate-governance.php#policy.



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

	2021-22		2020-21	
	Filed during the year	Pending resolution at year-end	Filed during the year	Pending resolution at year-end
Sexual Harassment	0	0	1	0
Discrimination at workplace	0	0	0	0
Child Labour	0	0	0	0
Forced Labour/Involuntary Labour	0	0	0	0
Wages	0	0	0	0
Other human rights related issues	0	0	0	0

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

Whistle blower policy has a Speak up mechanism (global platform) with an inbuilt procedure to ensure no adverse ramifications to the complainant. The complainant can choose to be anonymous. The investigating officer needs to maintain confidentiality of the complainant. The whistle blower is protected against any adverse action.

In case of sexual harassment cases, the Company is committed to providing an enabling working environment for its employees which is equitous, free of unlawful discrimination or harassment. The Company has an Internal Complaints Committee ('ICC'). The Presiding officer of the ICC is a Key Managerial Personnel. Presiding officer has the experience as well perspective from Company's context 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.

8. Do human rights requirements form part of your business agreements and contracts?

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

9. Assessments for the year:

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

All Sites / Offices have stringent policies and have been assessed for Child labor and forced labour. The Company neither employs nor allows Child labour or forced labour in our premises. In line with local legislations and group guidelines, there is a full fledged Sexual Harassment Prevention / redressal methodology in place across all Sites/ Offices. The Company has a stringent policy to ensure no discrimination of any kind is meted out to any individual. All Sites / Offices have stringent/strict policy to ensure payment of wages is done in time - per local practices/ legislative requirements.

	% of plants & offices assessed by the the Company
Child labour	100%
Forced/ involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

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

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

11. 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.

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

It is the policy of the Company to provide equal employment opportunities, without any discrimination on the grounds of age, color, disability, marital status, nationality, race, religion, gender, gender identify, sex, sexual orientation, HIV/AIDS or related protected status, etc. The Company strives to maintain a work environment that is free from any harassment based on above considerations. The Company has taken all actions to ensure that a conducive environment is provided to Persons Belonging to Protected Categories to enable them to perform and excel in their role.

13. 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 Akzo Nobel India Offices and Manufacturing sites are accessible to differently abled visitors as per our policy.

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

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.

Details of total energy consumption (in Joules or multiples) and energy intensity are given below-

(GJ)	2021-22	2020-21
Energy consumption	**37,068**	31,733
Fuel consumption	**4,824**	3,860
Energy consumption through other sources	**19,138**	16,087
Total energy consumption	**61,030**	51,680

Yes, Lloyd's Register Quality Assurance Limited has undertaken an independent assessment.

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. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

The disclosures related to water are as below-

(kiloliters)	2021-22	2020-21
Surface water	-	1.83
Ground water	31.77	26.49
Third-party water	82.88	74.45
Seawater/ desalinated water	-	-
Others	-	-
Total Water withdrawal	114.65	102.77

Water is one of the most crucial part in our business operations and it is not just for the domestic needs but also as a raw material in the manufacturing process, product formulation, cleaning, industrial use and transportation.

One of the key performance indicators in resource productivity is water use and all our sites have a well-established process in place to reduce the consumption at source and reuse the cleaning water back in the process. The water intensive locations are often water-based paint production sites, where water is used as both a raw material and to clean the equipments. The wastewater generated from process and domestic source are recycled and reused either for gardening or other purpose. All our sites have achieved Zero Liquid Discharge ('ZLD').

We continuously strive to recycle and reuse process water to drive continuous improvement in reduction of fresh-water intake and wastewater discharge.

Sewage Treatment Plants ('STP') are installed to treat domestic effluent and reused for gardening purpose. The Effluent Treatment Plants ('ETP') are installed for treating process effluent and either used back in process or reused within the premises for other purpose in-line with the approved method of use stated in the Consent Order.

The facilities do not fall under water-stress zones; however, as a commitment towards water conservation all the manufacturing facilities monitor water footprint and keep finding ways to implement water conservation measures.

Increase in water withdrawal is in line with higher production.

Yes, Lloyd's Register Quality Assurance Limited has undertaken an independent assessment.

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

Yes, the entity has implemented a mechanism for Zero Liquid Discharge. As mentioned in the ealier point, Sewage Treatment Plants ('STP') have been installed to treat domestic effluent and reused for gardening purpose. The Effluent Treatment Plants ('ETP') have been installed for treating process effluent and either used back in process or reused within the premises for other purpose inline with the approved method of use stated in the Consent Order.

5. Please provide details of air emissions (other than GHG emissions) by the entity. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

(Tonnes)	2021-22	2020-21
NOx	0.81	0.62
SOx	1.76	1.33
Volatile organic compounds (VOC)	40.67	38.37

Increase in air emissions are in line with higher production.

Yes, Lloyd's Register Quality Assurance Limited has undertaken an independent assessment.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

(Tonnes of CO_2 equivalent)	2021-22	2020-21
Total Scope 1 emissions (CO2, CH4, N2O, HFCs, PFCs, SF6, NF3)	372	283
Total Scope 2 emissions (CO2, CH4, N2O, HFCs, PFCs, SF6, NF3)	7,036	6,097
Total Scope 1 and Scope 2 emissions (kg) per rupee of turnover (INR)	0.0	0.0

Increase in greenhouse gas emissions are in line with higher production.

Yes, Lloyd's Register Quality Assurance Limited has undertaken an independent assessment.

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

Yes, the entity uses renewable energy (solar) across its sites.

8. Provide details related to waste management by the entity.
Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?

	2021-22						
(Tonnes)	Generated	Recycled	Re-used	Other Recovery	Incinerated	Land-filled	Other disposal
Radioactive waste	NA	NA	NA	NA	NA	NA	NA
Other Hazardous waste	165.2	130.0	-	-	35.2	-	-
Other non-hazardous waste	425.8	425.8	-	-	-	-	-
Total	591.0	555.8	-	-	35.2	-	-

	2020-21						
(Tonnes)	Generated	Recycled	Re-used	Other Recovery	Incinerated	Land-filled	Other disposal
Radioactive waste	NA	NA	NA	NA	NA	NA	NA
Other Hazardous waste	170.4	31.7	-	-	132.7	6.0	-
Other non-hazardous waste	387.5	387.5	-	-	-	-	-
Total	**557.9**	**419.2**	**-**	**-**	**132.7**	**6.0**	**-**

Increase in waste paramaters is in line with higher production

Yes, Lloyd's Register Quality Assurance Limited has undertaken an independent assessment.

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

   Waste management practices adopted by the company are reduction of waste at source, reuse of waste within the facility and recycling with external agency.

   Product stewardship policy 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.

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

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

11. 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.

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

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

13. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources. Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency?



Renewable Sources (GJ)	2021-22	2020-21
Energy consumption	**19,138**	16,087
Fuel consumption	**0**	0
Energy consumption through other sources	**0**	0
Total energy consumption from Renewable Sources	**19,138**	16,087

Non-Renewable Sources (GJ)	2021-22	2020-21
Energy consumption	**37,068**	31,733
Fuel consumption	**4,824**	3,860
Energy consumption through other sources	**0**	0
Total energy consumption from Non-Renewable Sources	**41,892**	35,593

As of 31 March 2022, approximately 31% energy consumed is through renewable sources.

Yes, Lloyd's Register Quality Assurance Limited has undertaken an independent assessment.

14. 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.

15. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

    Not Applicable.

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

    Reducing the carbon footprint across the value chain is an important objective of the Company. In pursuance of its core principle of sustainability, several initiatives have been taken in the manufacturing operations to reduce energy and water consumption. Actions have also been taken to minimize VOC in the products manufactured by the Company. The company strongly drives product stewardship policy and

adopted hierarchy of controls to eliminate, substitute or reduce the hazardous content in the production process and finished products. We challenge ourselves and our partners every day to be better global citizens and protect the future of our planet.

Company has taken several initiatives from time to time which ranges from the use of alternate sources of energy to reduction in water consumption and waste management.

Further details are available in the Sustainability Policy which is available on our website at https://akzonobel.co.in/corporate-governance.php#policy

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

1. a. Number of affiliations with trade and industry chambers/ associations.

   We currently have six affiliations with 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	National
2	Indian Paints Association	National
3	Paints & Coatings Skill Council	National
4	Federation of Indian Export Organisations	National
5	The Council of European Chamber of Commerce in India	International
6	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

   There was no anti competitive conduct requiring corrective action by the entity, based on adverse orders from regulatory authorities.

3. Details of public policy positions advocated by the entity

   None in specific. We participate in various programmes of these associations and provide appropriate inputs for addressing industry wide issues and in case of evolving standards for promotion of product safety and environmental protection. We engage with the public and regulatory bodies in a responsible manner.

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.

   No Social Impact Assessments of projects were undertaken by the entity.

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

   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:

   The Company actively engages with local and MSME suppliers around local communities of its manufacturing facilities as per the requirements of the products manufactured and sold by it.

   The Company has taken the below steps for its suppliers to improve their capacity and capability:

   - improvement trainings focused on aspects like Technology, Quality, Health & Safety, Environment, Productivity & Capacity
   - help suppliers upgrade overall capabilities by leveraging global best practices
   - benchmarking to deliver world class products with highest quality standards
   - ensuring payment to MSME vendors on priority even in COVID times

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

   Not applicable.

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

We have undertaken two projects for providing Vocational Skill Training to rural women and youth in Darrang district of Assam and East Singhbhum district of Jharkhand.



7. 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:

Not applicable.

8. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not applicable.

9. Details of beneficiaries of CSR Projects:

Please 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 structured and well publicized mechanism for customers to ventilate grievances. The Company is solution oriented and transparent in resolving consumer complaints. Customers are served with courtesy, respect and understanding at all times.

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

- Toll Free Number: 1800 3000 4455
- Website(s): www.dulux.in and www.akzonobel.co.in
- Email: customercare.india@akzonobel.com
- Sales touch point for the dealer

We have a structured IT enabled Customer Relationship Management ('CRM') tool which captures all complaints received through any of the aforesaid communication channels to every query is responded and tracked for closure.

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

	As a percentage to total turnover
Environment and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and safe disposal	100%

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

	2021-22		2020-21		
	Filed during the year	Pending resolution at year-end	Filed during the year	Pending resolution at year-end	Remarks
Data Privacy	-	-	-	-	
Advertising	-	-	-	-	
Cyber-Security	-	-	-	-	
Delivery of essential services	-	-	-	-	
Restrictive Trade practice	-	-	-	-	
Unfair trade practice	-	-	-	-	
Others	1,822	194	1,971	209	Product complaints relating products, packaging, technical and colour

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

   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.

   Your Company has a framework for managing Cyber security and data privacy in alignment with Group policies. In addition our Risk Management framework identifies cybersecurity and information as a risk and the mechanism to identify and monitor the implications of the risk.

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

   No 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 necessitating corrective actions.

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

   Channels / Platforms on products and services of the entity dulux.in and akzonobel.co.in

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

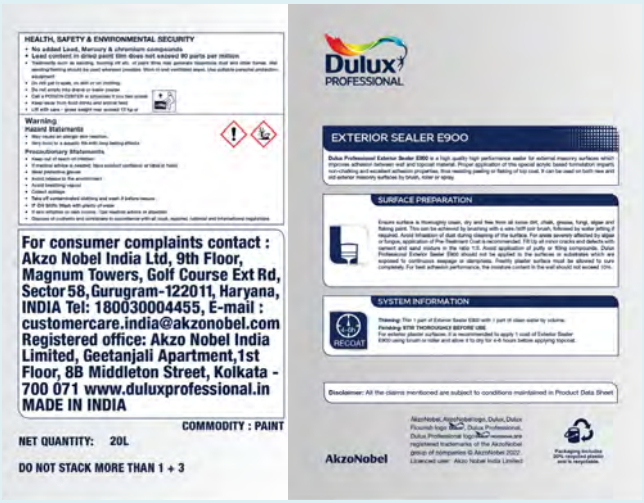
   Safety application are procedures mentioned on Livery and on our websites. Awareness campaigns were aslo conducted for painters and contractors during the year.

9. 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

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

    Yes, the entity displays information on the product label as per the mandated local laws. Apart from the mandated declarations, additional declarations are furnished on the products/labels relating to the products and their usage.



   The entity conducts surveys from time to time to assess consumer preferences, service levels and effectiveness of its promotional campaigns so that appropriate changes can be made.

11. Provide the following information relating to data breaches:

    - Number of instances of data breaches along-with impact
    - Percentage of data breaches involving personally identifiable information of customers

There have been no instances of data breach.

On behalf of the Board

Oscar Wezenbeek
Chairman
DIN 08432564

Place: Singapore
Date: 27 May 2022