



प्रगति के पथप्रदर्शक
PIONEERS IN PROGRESS

दि फ़र्टिलाइज़र्स एण्ड केमिकल्स ट्रावन्कोर लिमिटेड
THE FERTILISERS AND CHEMICALS TRAVANCORE LTD.

(भारत सरकार का उद्यम) (A Government of India Enterprise)

पंजीकृत कार्यालय: एलूर, उद्योगमंडल, कोच्ची - 683 501, केरल राज्य, भारत
Regd. Office: Eloor, Udyogamandal, Kochi-683501, Kerala State, India. Website: www.fact.co.in CIN: L24129KL1943GOI000371

CS-HO-RO-182

03rd September 2025

The Manager
Listing Department
National Stock Exchange of India Ltd.
Exchange Plaza
Bandra- Kurla Complex, Bandra (E),
Mumbai - 400 001.

Dear Madam / Sir,

Sub: - Business Responsibility and Sustainability Report for the FY 2024-25

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report ("BRSR") for the Financial Year 2024-25 which also forms part of the Annual Report of the Company for the Financial Year 2024-25.

Very truly yours,

For The Fertilisers and Chemicals Travancore Limited

Susan Abraham
Company Secretary

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated 10/05/2021

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L24129KL1943GOI000371
2	Name of the Listed Entity	The Fertilisers and Chemicals Travancore Ltd
3	Year of incorporation	1943
4	Registered office address	Eloor Udyogamandal, Ernakulam District, Kerala - 683501
5	Corporate address	Eloor Udyogamandal, Ernakulam District, Kerala - 683501
6	E-mail	investors@factltd.com
7	Telephone	0484-2567620
8	Website	www.fact.co.in
9	Financial year for which reporting is being done	01-04-2024 to 31-03-2025
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Ltd
11	Paid-up Capital	Rs. 647.07 Crore
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Susan Abraham Company Secretary susan@factltd.com 0484-2567620
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).	Standalone basis
14	Name of Assurance Provider	TUV SUD South Asia Pvt Ltd
15	Type of Assurance obtained	Reasonable assurance

II. Products/ Services

16. 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 & Marketing	Manufacturing and Marketing Fertilisers, Chemicals and Petrochemicals	99%
2	Engineering & Consultancy	Engineering Consultancy & Design and Fabrication & Erection of Industrial Equipment	1%

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

S. No.	Product / Service	NIC Code	% of total Turnover
1	Complex Fertilisers	31052000	72
2	Ammonium Sulphate	31022100	14
3	Caprolactam	29337100	11

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

Location	Number of plants	Number of offices	Total
National	2	16	18
International	Nil	Nil	Nil

19. Markets served by the entity:

a.	Number of locations Locations	Number
	National (No. of States)	7
	International (No. of Countries)	0
b.	What is the contribution of exports as a percentage of the total turnover of the entity?	Nil
c.	A brief on types of customers	The ultimate customers of the Company for fertilisers are the farmers and the agriculturists. The sales of fertilisers to the farmers are effected through the company's depot and the dealer network. The customers for petrochemical products are Nylon Manufactures.

IV. Employees
20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	642	562	87.54	80	12.46
2.	Other than Permanent (E)	25	21	84.00	4	16.00
3.	Total employees (D + E)	667	583	87.41	84	12.59
WORKERS						
4.	Permanent (F)	876	847	96.69	29	3.31
5.	Other than Permanent (G)	649	527	81.20	122	18.80
6.	Total workers (F + G)	1525	1374	90.10	151	9.90

Note: 1. BODs and CVO (excluding CMD - additional charge) are also included in the count of permanent employees.

2. Temporary and CLR category employees/workers are considered under other than permanent employees/worker.

3. Sub layer category is also included in the count of permanent workers.

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	16	14	87.50	2	12.50
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	16	14	87.50	2	12.50
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	19	19	100	0	0
5.	Other than permanent (G)	1	0	0	1	100
6.	Total differently abled workers (F + G)	20	19	95	1	5

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	3	0	0
Key Management Personnel	4	1	25%

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

	FY 2024-2025 (Turnover rate in current FY)			FY 2023-2024 (Turnover rate in previous FY)			FY 2022-2023 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	Permanent Employees	3.91%	1.31%	3.60%	12.05%	14.29%	12.30%	9.27%	10.52%
Permanent Workers	1.52%	0.00%	1.47%	13.51%	22.86%	13.87%	15.51%	11.90%	15.35%

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)
1	FACT-RCF Building Products Private Limited	Joint Venture	50 %	No

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
 (ii) Turnover (in Rs.) ₹ 40509097896.33/-
 (iii) Net worth (in Rs.) ₹ 12157740573.31/-

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)	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
The list of the Stake holders							
Communities	No	NA	NA	NA	NA	NA	NA
Investors (Other than shareholders)	Yes	NA	NA	NA	Nil	Nil	Nil
Shareholders	https://fact.co.in/home/Dynamicpages?MenuId=2994	7	Nil	NA	8	Nil	NA
Employees and workers	Yes URL- https://fact.co.in/home/Dynamicpages?MenuId=68	NA	NA	NA	4	3	NA
Customers	Yes,(Details of Customer care No., Email id & Address are printed on the bags)	1	Nil	NA	17	Nil	NA
Value Chain Partners	Yes,(Details of Customer care No., Email id & Address are printed on the bags)	15	Nil	NA	13	Nil	NA
Other (Total)	No	NA	NA	NA	NA	NA	NA

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

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

S. No	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Health & Safety	Risk	Health & safety is one of the most critical areas for the industry which directly impacts the operation. Health and safety aspects are subjected to regular ISO Audits.	Safety inspections were carried out by safety committee every quarter of the year. Mock drills are carried out at regular intervals.	Negative
2.	Pollution	Risk	It can have a negative implication on the business	Fuel changed to RLNG. Online analysis for continuous monitoring of parameters are installed.	Negative

3.	Climate change	Risk	Climate change can lead to changes affecting raw materials availability and demand for finished Products. (Fertilisers)	Raw material procurement and Production are planned accordingly. Climate change can affect the usage of fertilisers	Negative
4.	Water neutrality	Opportunity	Water is essential to the production.	Emphasis on recycle of water	Positive
5.	Employee Development	Opportunity	Training is important and skill upgradation programs need to be conducted	Conducted training programmes, rewards and recognition scheme	Positive
6.	Energy Management	Opportunity	Energy is required for production at large scale	Focus on renewable energy will help to reduce burden on environment. Energy efficiency improvement efforts are ongoing.	Positive
7.	Product Safety and Quality	Risk	Product safety and quality are important. Proper safety measurers are needed to handle the product.	Our Products are designed, manufactured to meet all safety, and regulatory requirements	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity’s policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	https://fact.co.in/images/upload/BRSR-Policy_120								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No	No	No	No	No	No	No	No	No
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.	All fertilizer plants are certified for ISO 14001:2015 and ISO 9001:2015. FACT Cochin Division is also certified for ISO 45001:2018. FACT Udyogamandal Division is also certified for ISO 50001:2018.								

5. Specific commitments, goals and targets set by the entity with defined time lines, if any.

Our company is committed to driving sustainability and operational excellence through several strategic initiatives. We prioritize optimum resource utilization to ensure efficient and sustainable use of materials and energy equipment across all operations. To further our environmental goals, we have plans to increase our reliance on renewable energy sources, aiming to significantly reduce our carbon footprint. Specifically, we are dedicated to reducing our Scope 1 and Scope 2 emissions, aligning with global climate goals.

In addition, we are focused on reducing our overall energy consumption by implementing energy-efficient technologies and processes, while also expanding our use of renewable energy. We are exploring and planning to shift to greener fuels in the near future, which will further enhance our environmental performance and reduce our reliance on fossil fuels. FACT endeavours to identify, assess and manage environmental & social risks, and its impact across its entire product lifecycle. We believe in fostering a diverse and inclusive workforce, and we have plans to improve our workforce diversity through retention strategies. The company intends to conduct training and skill development programs, especially in the ESG space that makes the employee future-ready and enhance their employability level in the long run, without discrimination. Our commitment to maintaining a safe workplace is unwavering, with a goal to achieve zero harm across all our operations. The Company plans to engage in raising consumer awareness on product safety, responsible consumption including guidance on reuse and recycling of the products & materials. Furthermore, we recognize the importance of responsible supply chain management. To this end, we plan to conduct comprehensive assessments of our top suppliers in the future to ensure they meet our standards for sustainability and ethical practices. Through these commitments, we aim to create a positive impact on the environment, our employees, and the communities we serve, while driving sustainable growth and innovation.

<p>6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</p>	<p>FACT has taken a significant step by switching the fuel used in the driers of its phosphate plants from furnace oil to Re-gassified Liquefied Natural Gas (RLNG). This transition to RLNG is not only environmentally friendly but also improves combustion efficiency. To ensure sustained operation and energy savings, FACT has planned several capital expenditure (CAPEX) projects. These projects include expanding the capacity of the Ammonia Plant, Phosphoric Acid Plant, and Sulphuric Acid Plant. FACT intends to fund these projects internally, demonstrating its commitment to long-term growth. FACT has a rich history, celebrating 76 years of producing fertilizers and serving the nation. Throughout its existence, FACT has consistently met the fertilizer needs of farmers. Despite facing challenges, the company is now focused on sustainable growth, adopting industry best practices. By ensuring a stable supply of fertilizers, FACT contributes to national food security.</p> <p>FACT's FY24 ESG Performance is as below:</p> <ul style="list-style-type: none"> - Workforce diversity increased to 11% in FY25, up from 10% in Fy24. - Scope 2emissions has decreased by 28.69% over FY 25
<p>7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)</p>	<p>FACT is strategically positioned to achieve sustained and consistent growth through the implementation of various capital expenditure (CAPEX) projects.</p> <p>The Company is committed to integrating Environmental, Social and Governance ('ESG') principles into its businesses. The company is committed to managing and mitigating risks through the entire product lifecycle and improving its value offerings to meet the needs and aspirations of all its stakeholders. The company has a policy on Product Responsibility and Sustainability. The Company endeavours to ensure responsible and sustainable business operations across the entire supply chain-sourcing, procurement, manufacturing, packaging, transportation, marketing, and end-product use.</p> <p>The company has a Business Responsibility and Sustainable Development Policy which includes all essential policies that fall under BRSR principles.</p> <p>The Company is taking steps to reduce carbon emissions and utilise renewable energy for its operations. The feedstock and fuel have been changed to RLNG, the green fuel.</p>

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Dr. Jayachandran K., Director (Technical)
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, Dr. Jayachandran K., Director (Technical)

10. 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 (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Senior management of the Company reviews the policies									On a continuous basis								
Compliance with statutory requirements of relevance to the principles, and,rectification of any non-compliances	Compliance Certificate on laws applicable is provided by all the division heads.									Half yearly								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
No									

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
a. The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
b. The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
c. The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
d. It is planned to be done in the next financial year (Yes/No)									
e. Any other reason (please specify)									

PRINCIPLE 1

Business should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”.

While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

Essential Indicators

1. Percentage coverage by training and awareness programme on any principles during the financial year

Segment	Total number of training and awareness programmes held	Topics / Principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	34	<ol style="list-style-type: none"> 1. A training session on "New Procurement Guidelines" 2. A Talk on Vigilance 3. Training Session on CDA Rules 4. Workshop on the POSH Act - Sexual Harassment of women at workplace 5. Training Session on Right to Information Act (RTI), 2005 6. Session on An Overview of Enterprise Risk Management 7. Training on "GeM Procurement covering Contracts & Services" 8. Awareness Session on the "Electronic Banking Awareness and Training" Programme by RBI 9. India Forward Talk Series 10. Training Programme on "Leadership and Team work for Performance Excellence" 11. Workshop on POSH Act "Sexual Harassment of Women at Workplace" 12. Awareness session on "ESG: Environmental, Social & Governance – Strategies for Sustainable success" 13. Training Programme on "Public Procurement" 14. Residential Training programme on Contract Management/Safeguards in tendering, public procurement and contracting with special focus to Public Procurement Policy for Micro and Small Enterprises (MSEs) at Manali – OTNS 15. Training on Model CDA Rules 16. Practical Workshop on "Factories Act, 1948 and Important Employment Laws Applicable to Factories" 	14.49%
Key Managerial Personnel			
Workers			

Segment	Total number of training and awareness programmes held	Topics / Principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
		17. Orientation Programme for Functional Directors 18. Training programme on "Import Export Procedures & Customs Clearance" 19. GST: Issues-Challenges-Solutions" and "Income Tax: Recent Amendments and Judicial Decisions" 20. Seminar on "Organizational Transformation for a Resilient Tomorrow" 21. Training programme on "Finance and Cost Management" 22. Workshop on Environment Protection Acts & Rules 23. Training Programme on "Labour Law Awareness for Managing Human Resources" – KSPC 24. Internal Auditor training programme on "ISO 9001:2015 – Quality Management System" 25. Interactive Program on "Accelerating Performance through Values and Trust" 26. Training programme on Public Procurement and Contracts Management by NPC at Puri, Odisha – OTNS.	

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): **NIL**

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	NIL	NIL	NIL	NIL	NIL
Settlement	NIL	NIL	NIL	NIL	NIL
Compounding Fee	NIL	NIL	NIL	NIL	NIL

NON - MONETARY					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	NIL	NIL	NIL	NIL	NIL
Punishment	NIL	NIL	NIL	NIL	NIL

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

Case details	Name of regulatory/ enforcement agencies/ judicial institutions
Not Applicable	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.

FACT maintains a dedicated Vigilance Department. This department plays a crucial role in enhancing the organization's quality management system by fostering a corruption-free environment. Its primary objective is to encourage every individual within FACT to perform at a high level, aligning with the company's Vision and Mission. Additionally, FACT has implemented a Whistle Blower Policy to further promote transparency and accountability. This policy allows employees to report any unethical practices or wrongdoing without fear of reprisal. Overall, the Vigilance Department and Whistle Blower Policy contribute to FACT's commitment to excellence and integrity. Web link for accessing the policy is https://fact.co.in/images/upload/Vigil-Mechanism_46.pdf

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directors	Nil	Nil
KMP	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. Details of complaints with regard to conflict of interest

	FY 2024-25 (Current Financial Year)		FY 2023-24 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

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

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Number of days of accounts payable	61.25	51.70

9. Open-ness of business

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

Parameter	Metrics	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Concentration of Purchases*	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration Sales	a. Sales to dealers/ distributors as % of total sales	100%	100%
	b. Number of dealers / distributors to whom sales are made	4623	5802
	c. Sales to top 10 dealers/distributors as % of total sales to dealers / distributors	10%	6.58%
Shares of RPTs in	a. Purchases (Purchases with related parties/ total purchases)	Rs. 1,17,417.28	Rs. 1,92,827.50
	b. Sales (Sales to related parties/ total sales)	Rs. 16,395.80	Rs. 4,355.68
	c. Loans & advances (Loans & advances given to related parties / total loans and advances)	NA	NA
	d. Investments (Investments in related parties / total investments made)	NA	NA

***FACT does not have any procurement from trading houses**

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under training	% of value chain the partners covered (by value of business done with such partners) under the awareness programme
1. Not Applicable		
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 Board of FACT consists of a well-balanced mix of executive and non-executive Directors. The Chairman & Managing Director and three functional directors are appointed by the Government of India through the selection process of the Public Enterprise Selection Board. Additionally, the part-time official Directors hold positions at the Joint Secretary or Additional Secretary level in the Ministry of Chemicals and Fertilizers. Independent Directors are also appointed by the Government of India. Notably, these Directors are not required to hold any shares in FACT. Details of other directorships are communicated to the Board at the time of appointment and at the start of each financial year.	

PRINCIPLE 2

Business 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.

	<i>Current Financial Year</i>	<i>Previous Financial Year</i>	<i>Details of improvements in environmental and social impacts</i>
R&D	Rs.57.40 lakhs	Rs.57.62 lakhs	1. Assessed the technical feasibility to produce water soluble Calcium Nitrate fertilizer fortified with Magnesium. Calcium Nitrate fortified with Magnesium is a liquid fertilizer included in the FCO (3rd amendment order 2021) under Liquid Fertilizer section (a new category included in FCO). Laboratory trials have demonstrated the feasibility for scale-up of Calcium Nitrate. 2. Expedited the formulation of three mixes using FACT organic plus with copper sulphate, copper oxy-chloride and neem oil as insecticides. FACT organic plus incorporated with 1% Copper sulphate and Copper oxychloride mix conforms to FCO specification. 3. As part of social responsibility, R&D imparts guidance to B.Sc, B.Tech & M.Sc students. Also imparts training to extend industrial exposure on fertiliser sector.
Capex	NA		

2.	a	Does the entity have procedures in place for sustainable sourcing? (Yes/No)	NO
	b	If yes, what percentage of inputs were sourced sustainably?	-

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

(a)	Plastics (including packaging)	Safely disposed to authorized re-processors through MSTC Limited.
(b)	E-waste	E-waste is being disposed safely through authorized re-processors through MSTC Limited.
(c)	Hazardous waste	Hazardous waste is being disposed safely through authorized re-processors approved by KSPCB and through MSTC Limited.
(d)	Other waste.	Bio-medical waste are safely disposed through IMA – IMAGE facility.

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

Leadership Indicators

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

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

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

Name of Product / Service	Description of the risk / concern	Action Taken
Not applicable in view of answer to 1 above		

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Ammonium Sulphate	0.10%	0.06%
NP 20:20:0:13	0.01%	0.01%

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

	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	0	0	12.38 MT	0	0	65.71 MT
E-waste	0	0	0.66 MT	0	0	0.2 MT
Hazardous waste	0	0	0	0.24 MT	1.3 MT	297.855 MT
Other waste	0	0	0	0	0	0.005 MT
Used Oil	4.8472 Mt	0	0	0	0	0
Spent Catalyst	0	0	27.88 Mt	0	0	0
Sulphur Muck	0	0	112.04 MT	0	0	0

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
NP 20:20:0:13	0.261

PRINCIPLE 3

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	562	562	100	562	100	NA	0	562	100	Nil	0
Female	80	80	100	80	100	80	100	NA	NA	Nil	0
Total	642	642	100	642	100	80	12.46	562	87.54	Nil	0
Other than Permanent employees											
Male	21	NA	NA	21	100	NA	NA	NA	NA	0	0
Female	4	NA	NA	4	100	0	0	NA	NA	0	0
Total	25	NA	NA	25	100	0	0	NA	NA	0	0

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	847	847	100	847	100	NA	0	19	2.24	Nil	0
Female	29	29	100	29	100	2	6.90%	NA	NA	Nil	0
Total	876	876	100	876	100	2	0.23%	19	2.17	Nil	0
Other than Permanent workers											
Male	527	NA	NA	527	100	NA	NA	NA	NA	Nil	0
Female	122	NA	NA	122	100	7	5.73	NA	NA	Nil	0
Total	649	NA	NA	649	100	7	1.08	NA	NA	Nil	0

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company	0.49%	0.42%

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

Benefits	FY - 2024-2025 Current Financial Year			FY - 2023-2024 Previous Financial year		
	No of employees covered as a % of total employees	No of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)	No of employees covered as a % of total employees	No of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI*	0	0	Y	0	0	Y
Others- Please specify - GMC**	NA	NA	NA	NA	NA	NA

* Number of employees / workers covered under ESI is taken as per the data for the month of March

** GMC (Group Mediclaim Policy) :- Option for permanent employees and permanent workers to continue GMC after retirement on payment of premium as applicable.

3. Accessibility of workplaces

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

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. URL- https://fact.co.in/images/upload/Equal-Opportunity-policy-for-PWD---FACT-Ltd_325.pdf

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

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

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

Categories of Employees	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, Comprehensive Employee Grievance redressal Mechanism is in operation to redress the grievances of employees
Other than Permanent Workers	Yes, Comprehensive Employee Grievance redressal Mechanism is in operation to redress the grievances of employees
Permanent Employees	Yes, Comprehensive Employee Grievance redressal Mechanism is in operation to redress the grievances of employees
Other than Permanent Employees	Yes, Comprehensive Employee Grievance redressal Mechanism is in operation to redress the grievances of employees Web link for Grievance redress policy – http://192.168.20.129/HRM/Grievance-Management-System.pdf

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

Category	FY - 2024 25 Current Financial Year			FY 2023 - 24 Previous Financial year		
	Total employees / workers in respective category (A)	No of employees /workers in respective category, who are part of associations or union (B)	% (B / A)	Total employees / workers in respective category (C)	No of employees /workers in respective category, who are part of associations or union (D)	% (D / C)
Total Permanent Employees	642	579	90.19%	635	576	90.71%
Male	562	507	90.21%	563	512	90.94%
Female	80	72	90.00%	72	64	88.89%
Total Permanent Workers	876	876	100%	888	888	100%
Male	847	847	100%	859	859	100%
Female	29	29	100%	29	29	100%

8. Details of training given to employees and workers

Category	FY 2024 - 25 Current Financial Year					FY 2023 - 24 Previous Financial Year				
	Total (A)	On Health and safety measures		On skill upgradation		Total (D)	On Health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	562	184	32.74%	322	57.30%	563	109	19.36%	306	54%
Female	80	48	60.00%	70	87.50%	72	14	19.44%	58	81%
Total	642	232	36.14%	392	61.06%	635	123	19.37%	364	57%
Workers										
Male	847	140	16.53%	158	18.65%	859	151	18%	186	22%
Female	29	10	34.48%	19	65.52%	29	0	0%	24	83%
Total	876	150	17.12%	177	20.21%	888	151	17%	210	24%

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

Category	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	562	562	100%	563	563	100%
Female	80	80	100%	72	72	100%
Total	642	642	100%	635	635	100%
Workers						
Male	847	847	100%	859	859	100%
Female	29	29	100%	29	29	100%
Total	876	876	100%	888	888	100%

10. Health and safety management System:

a.	Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?	<p>Yes. The Occupational Health and Safety Management System encompasses several critical aspects:</p> <p>Safety of Process Plants and Equipment: This involves ensuring that the design, operation, and maintenance of process plants and equipment adhere to safety standards.</p> <p>Health and Safety of Employees and Workers: The system focuses on safeguarding the well-being of all personnel within the organization, promoting a healthy work environment.</p> <p>Safe Transportation and Storage of Hazardous Chemicals: Proper handling, transportation, and storage of hazardous substances are essential to prevent accidents.</p> <p>Risk Identification and Assessment: The system systematically identifies and evaluates risks to mitigate potential harm.</p> <p>Safety Policies and Procedures: Clear guidelines and protocols are established to maintain safety standards.</p> <p>Safety Performance Monitoring and Assessment: Regular assessments track safety performance and identify areas for improvement.</p> <p>Employee Training and Awareness: Training programs ensure that employees are well-informed about safety practices.</p> <p>Incident Reporting and Investigation: Prompt reporting and thorough investigation of incidents contribute to continuous improvement.</p> <p>Emergency Preparedness and Response: The system prepares for emergencies and outlines effective response procedures.</p>
b.	What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	Work-related hazards are identified and managed through a well-established work permit system. For high-risk tasks like work at height, demolition, and critical erection, Job Safety Analysis (JSA) is prepared. Hazard Identification and Risk Assessment (HIRA) have been conducted across all departments, and control measures have been suggested to minimize risks. Routine safety inspections occur at each work site to identify hazards, and yearly safety audits by internal and external authorities ensure prompt rectification of any identified hazards.
c.	Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)	Yes
d.	Do the employees/worker of the entity have access to non occupational medical and healthcare services? (Yes/No)	Yes

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

Safety Incident/Number	Category	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	4.45	0.535
	Workers	28.25	0
Total recordable work-related injuries	Employees	2	14
	Workers	46	11
No. of fatalities	Employees	0	0
	Workers	0	0
High consequences work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

a) Safety Inspections

In order to prevent accidents in the plants, Safety Inspections were carried out by safety committee members every quarter of the year. Unsafe actions of workers and unsafe conditions in the plants were highlighted in the reports. The reports along with actions to be taken were sent to concerned departments for corrective action.

b) Near Miss & Accident reporting

A system for near miss reporting was introduced in the year 2019 and Near miss reporting boxes are placed in all prominent locations of factory along with near miss reporting form both in Malayalam and English.

c) Safety induction Training

Safety induction training is being imparted to all newly joined employees, Trainees, contract workers and visitors. Refreshment training and work specific trainings are also provided. Safety training cards are issued to all contract labours including truck drivers. Safety violations noticed by the safety officers are noted in the training card.

d) Safety Sign Boards

Safety Sign Boards describing required mandatory PPEs to be worn by all before entering plant premises, other work specific safety warnings and safety practices are displayed in prominent locations of the factory.

e) Risk Assessments Study of plants

Hazard Identification and Risk Assessment (HIRA) of all critical routine and non-routine jobs has been carried out. Measures to eliminate high hazards identified in HIRA have been taken by changing the method of execution of the job and by providing job specific Personal protective equipments. HIRA register has been prepared for all plants and departments. Regular updation of the register is being done by the concerned department heads.

f) Truck safety Inspection

Safety Audit of Acid and ammonia trucks are carried out before issuing entry pass and training was given to the crew by safety officers on yearly basis. All documents, physical condition of trucks, display of information panels, availability of proper PPEs and competency of drivers are ensure during the inspection.

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

	FY 2024 - 25 Current Financial Year			FY 2023 - 24 Previous Financial year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	NA	Nil	Nil	NA
Health & Safety	45	20	NA	87	52	Recommendation and direction of Dept. of F & B are considered for the complaints

14. Assessments for the year

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

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

All work is executed through a detailed work permit system, wherein hazards associated with the tasks are identified, and corrective actions are specified within the work permit itself. For high-risk activities such as working at height on fragile roofs, near flammable equipment, or in confined spaces, a separate Job Safety Analysis (JSA) is prepared to ensure comprehensive risk mitigation.

Any unsafe actions or conditions identified during assessments or reported by employees or workers will be promptly investigated. Corrective actions will be implemented by the respective plant in-charge in coordination with Safety Officers. In the case of high-potential incidents or accidents, the Divisional Head will establish a dedicated committee to thoroughly investigate the events and recommend appropriate corrective and preventive actions.

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
2.	Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.	Documentary evidence of payment of statutory dues are collected from the value chain partners while releasing the payments due to them

3.	Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:				
		Total no. of affected employees/ workers		No. of employees/workers that rehabilitated and placed in employment or whose members have been placed in suitable employment	
		FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
	Employees	0	0	0	0
	Workers	0	2	0	0

4.	Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No)	No
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5) Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	The company is planning to carry out assessment for their value chain partners in the upcoming financial years.
Working Conditions	

6.	Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.	Office environment
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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	<p>FACT recognizes both internal and external stakeholder groups that have a direct bearing on its operations and long-term sustainability goals. The key stakeholder groups identified include:</p> <ol style="list-style-type: none"> 1. Trade Unions 2. Employees and Workers 3. Suppliers
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2) List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1. Employees/workers	Yes	Grievance mechanism	Others	Resolving Issues
2. Trade Unions	Yes	Grievance mechanism	Others	Resolving Issues
3. Suppliers / Vendors / Dealers / Shareholders	No	Grievance mechanism / Dealers Meet	Others	Resolving Issues

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.	<p>"The Management of the Company is entrusted with the Chairman and Managing Director under the supervision of the Board. All the stakeholders can meet or consult with the CMD or the officials authorized by the CMD. The feedback / requirements based on such consultation is reported to the Board. The Company has always maintained that a constant and proactive engagement with key stakeholders enabling the Company to better communicate its strategies and performance.</p> <p>A continuous engagement helps align expectations, thereby enabling the Company to better serve its stakeholders."</p>
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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. Inputs received from workers or employees are incorporated in the safety policy of the Company. Inputs from the suppliers or vendors are helpful for sourcing the materials. Feedback from the dealers are considered while framing the marketing policy. The direction of Pollution Control Board is being followed. The Company is engaged on evolving various aspects of ESG and hence stakeholder interactions are important. The Company also makes it a regular exercise to engage with stakeholders and incorporate their feedback into the company's strategy.
3.	Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable / marginalized stakeholder groups.	The Company's CSR activities focus on the disadvantaged, vulnerable and marginalised segments of society as prescribed in the DPE Guidelines issued by the Govt. of India. CSR activities are mentioned separately in the Annual report.

PRINCIPLE 5

Business should respect and promote human rights

Essential Indicators

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

Category	FY 2024 - 25 Current Financial Year			FY 2023 - 24 Previous Financial year		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (C / D)
Employees						
Permanent	642	197	30.69%	635	50	8%
Other than permanent	25	2	8%	46	0	0%
Total Employees	667	199	29.84%	681	50	7%
Workers						
Permanent	876	109	12.44%	888	5	0.56%
Other than permanent	649	12	1.85%	712	3	0.42%
Total Workers	1525	121	7.93%	1600	8	0.5%

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

Category	FY 2024 - 25 Current Financial Year					FY 2023 - 24 Previous Financial year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / A)
Employees										
Permanent	642	0	0	642	100	635	0	0	635	100
Male	562	0	0	562	100	563	0	0	563	100
Female	80	0	0	80	100	72	0	0	72	100
Other than Permanent	25	0	0	25	100	46	0	0	46	100
Male	21	0	0	21	100	39	0	0	39	100
Female	4	0	0	4	100	7	0	0	7	100
Workers										
Permanent	876	0	0	876	100	888	0	0	888	100
Male	847	0	0	847	100	859	0	0	859	100
Female	29	0	0	29	100	29	0	0	29	100
Other than Permanent	649	0	0	649	100	712	0	0	712	100
Male	527	0	0	527	100	592	0	0	592	100
Female	122	0	0	122	100	120	0	0	120	100

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

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category in Rs per month	Number	Median Remuneration/ salary/ wages of respective category in Rs per month
Board of Directors (BoD)	3	45,37,188.56*	0	-
Key Managerial Personnel	3	45,37,188.56*	1	28,35,646.93
Employees other than BoD & KMP**	559	17,20,277.34	80	12,82,835.32
Workers**	847	8,13,763.59	29	6,36,363.88

Note: Only permanent employees and permanent workers are considered.

* CMD (Additional Charge) is paid from his parent organisation. Hence, neither considered for count nor for median calculation.

Only Basic pay and DA in March 2024 are considered for salary.

** Gross pay of these employees for the year 2023-24 is considered for median calculation.

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Gross wages paid to females as % of total wages	10.07%	10.75%

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
5. Describe the internal mechanisms in place to redress grievances related to human rights issues.	FACT is dedicated to conducting its business with utmost professionalism, honesty, integrity, and ethical behaviour. The company has established a comprehensive code of conduct that applies to all employees. Additionally, FACT ensures a safe and positive work environment for its staff. If any concerns are raised through letters or emails, the relevant department or division within the company promptly addresses them.

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

	FY 2024 - 25 Current Financial Year			FY 2023 - 24 Previous Financial year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	0	-	1	0	-
Discrimination at Work Place	Nil	Nil	-	NIL	Nil	-
Child Labour	Nil	Nil	-	NIL	Nil	-
Forced Labour / Involuntary Labour	Nil	Nil	-	NIL	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	3	3	-

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

	FY 2024 - 25 Current Financial Year	FY 2023 - 24 Previous Financial year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	1
Complaints on POSH as a % of female employees / workers	0.92%	0.99%
Complaints on POSH upheld	0	1

8 Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases	Yes. The Grievance Redressal Committees are constituted with sufficient members from the vulnerable/marginalized groups
9 Do human rights requirements form part of your business agreements and contracts? (Yes/No)	Yes

10) Assessments for the year:

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

11 Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.	No significant risks/concerns was noticed or reported during the assessments.
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Leadership indicators

<p>1 Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.</p>	<p>FACT has always seen Human Rights as inherent part of all its policies. The company has not had to alter its policy / process in order to align with human rights and grievances. As an institution with the right professional flair, the company is highly committed to the principle of equal opportunity for all employees and also believes in fabricating an environment which is free of discrimination. The company is committed to avoid all sorts of discrimination or harassment based on race, colour, religion, or belief, social or ethnic origin, sex, age, physical, mental or sensory disability, HIV Status, sexual orientation, gender identity and/ or expression, marital status, family medical history or genetic information, family or parental status. The code of conduct lays down guidelines that facilitate the right environment in the company. The company nurtures its employees with the right ethics and code of conduct by organizing various training programs designed for the enhancement and development of the workforce.</p>
<p>2. Details of the scope and coverage of any Human rights due-diligence conducted.</p>	<p>The company upholds the principle of Human Rights in all its dealings.</p>
<p>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?</p>	<p>Yes</p>

4) Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	NIL
Discrimination at workplace	NIL
Child Labour	NIL
Forced Labour/Involuntary Labour	NIL
Wages	NIL
Others – please specify	NIL

5 Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.	NA
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PRINCIPLE 6

Business should respect and make efforts to protect and restore the environment.

Essential Indicators

1. Details of total energy consumption (in GJ) and energy intensity, in the following format:

Parameter	FY 2024 - 25 (Current Financial Year)	FY 2023 - 24 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	34579.4	12568.3
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	34579.4	12568.3
From non-renewable sources		
Total electricity consumption (D)	550121.61	784506.6
Total fuel consumption (E)	4178191.62	1714453.9
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	4728313.23	2498960.6
Total energy consumed (A+B+C+D+E+F)	4762892.71	2511528.8
Energy intensity per rupee of turnover (Cr.) (Total energy consumed/ revenue from operations)	1175.7	496.8
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	-	-
Energy intensity in terms of physical output* (Total energy consumed / Full Time Equivalent)	3123	1649
Energy intensity (optional) - per employee	-	-

Note- Full Time Equivalent= Workers and employees both are considered

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	Yes.TUV SUD South Asia Pvt Ltd
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<p>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.</p>	<p>Yes</p> <p>Ammonia Complex is a designated consumer (Registration No. FTZ0029KL). PAT cycle II target was 0.959 Million Tonne of Oil Equivalent (MTOE). During the assessment year (2018-2019) plant was unproductive and hence exempted due to "low capacity utilization". Unit is included in the new PAT cycle by Bureau of Energy efficiency Petrochemical plant has been notified as the designated consumer on 7th Sep 2022. Base line data collection for assigning the energy reduction targets need to be carried by BEE</p>
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3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2024 - 25 (Current Financial Year)	FY 2023 - 24 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	6437477	8369141
(ii) Groundwater	-	-
(iii) Third party water (Tanker)	-	-
(iv) Seawater / desalinated water	-	-
(v) Water from Municipal Corporation	-	752
(vi) Water Bottles / Aquaguard (Ltr X number of bottle) (KL), Others - Rain water harvesting in lake, Periyar Valley Irrigation Project (PVIP), Water Treatment Plant (Rain water harvesting in lake for FY 25)	2007691*	2717169.2
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v +)	8445168	11087062.2
Total volume of water consumption (in kilolitres)	8445168	11087062.2
Water intensity per rupee of turnover (Cr.) (Total Water consumption / Revenue from operations)	2084.7	2139.3
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	-	-
Water intensity in terms of physical output (Total water consumption/Full Time Equivalent)	5563.3	7279.7
Water intensity (optional) – per employee	-	-

<p>Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency</p>	<p>Yes.TUV SUD South Asia Pvt Ltd</p>
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4. Provide the following details related to water discharged:

Parameter	FY 2024 - 25 (Current Financial Year)	FY 2023 - 24 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) Surface water		
No treatment	-	-
With treatment—please specify level of treatment	-	-
(ii) Ground water		
No treatment	-	-
With treatment—please specify level of treatment	-	-
(iii) Sea water		
No treatment	-	-
With treatment—please specify level of treatment	-	-
(iv) Sent to third parties		
No treatment	-	-
With treatment—please specify level of treatment	-	-
(v) Others		
No treatment	-	-
With treatment—please specify level of treatment (Back water stretch and rivers)	2176814	2731379
Total water discharged (in kilolitres)*	2176814	2731379

*For UC and Cochin plants, treated water is discharged through the authorised outlet.

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

Yes. TUV SUD South Asia Pvt Ltd

5.	Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.	No
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6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2024 - 25 (Current Financial Year)	FY 2023 - 24 (Previous Financial Year)
Nox	MT	5.79	0.00
Particulate matter (PM)	MT	177.1	110.5
Sox	MT	408.0	426.5
Persistent organic pollutants (POP)	Nil	0.00	0.00
Volatile organic compounds (VOC)	Nil	0.00	0.00
Hazardous air pollutants (HAP)	Nil	0.00	0.00
Others – please specify (Ammonia, Fluoride, Acid Mist and CO)	MT	135.1	206.1
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		Yes. TUV SUD South Asia Pvt Ltd	

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

Parameter	unit	FY 2024- 25 (Current Financial Year)	FY 2023- 24 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	234928.79	99492.5
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	111094.00	155811.7
Total Scope 1 and Scope 2 emissions per rupee crores of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		85.41	50.51
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		NA	NA
Total Scope 1 and Scope 2 emission intensity in terms of physical output (Total Scope 1 and Scope 2 GHG emissions / Full Time Equivalent)		227.94	167.63
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency		Yes. TUV SUD South Asia Pvt Ltd	

8.	Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.	The company has transitioned its boilers and furnaces to use eco-friendly and energy-efficient fuel, specifically RLNG. This change has led to a reduction in greenhouse gas emissions. Additionally, the production processes within the unit have been designed to further minimize emissions. The company is also exploring the use of renewable energy for its operations.
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9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2024 - 25 (Current Financial Year)	FY 2023 - 24 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	18.82	-
E-waste (B)	0.246	0.46
Bio-medical waste (C)	0.025	0.01
Construction and demolition waste (D)**	-	7200
Battery waste (E)	1.88	0.66
Radioactive waste (F)	-	-
Other Hazardous waste (Oil-soaked cotton waste, DG filters, paint cans, chemical cans, paint residue, oil sludge, DG chimney soot, coolant oil and used oil). Please specify, if any. (G)- Spent Catalyst, Sulphur muck, Waste oil, Lead scrap, ETP sludge, OLD DAMAGED & BROKEN GRINDERS, MS/SS MACHINING/CUTTING CHIPS	276.16	869.84
Other Non-hazardous waste generated (H) Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A+B+C+D+E+F+G+H)	297.14	8070.90
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.07	1.59
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	-	-
Waste intensity in terms of physical output (Total waste generated / Full Time Equivalent)	0.19	5.04
Waste intensity (optional) – the relevant metric may be selected by the entity		

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	1.40	0.46
(ii) Re-used (waste oil) KL	4.84 KL	-
(iii) Other recovery operations		Nil
Total	6.24	0.46

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(I) Incineration	3.37	8070.51
(ii) Landfilling	-	-
(iii) Other disposal operations	-	Nil
Total	3.37	8070.51

***Note: The company is in the process of monitoring waste generation (though in minor quantities) and further having a robust disposal mechanism to minimise waste sent to landfill.**
**** The demolition of plant has increased the construction and demolition waste.**

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	Yes. TUV SUD South Asia Pvt Ltd
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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.	FACT has implemented a comprehensive solid waste management plan. Non-hazardous solid waste is collected from its point of generation and stored in designated on-site facilities. Metal scrap, e-waste, and plastic waste are managed through the Metal Scrap Trading Corporation (MSTC). Bio-medical waste is safely disposed of via the IMA – IMAGE facility. Used batteries and other waste are handled by authorized re-processors through a buy-back policy. Hazardous waste categories include spent catalysts, sulphur muck, waste oil, lead scrap, and ETP sludge, all of which are safely disposed of by authorized re-processors. Waste oil is recycled for use as lubricant in conveyor idlers and other machinery.
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11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

S. No	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
			No

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

Name and brief details of project	EIA Notification Number	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Nil	Nil	Nil	Nil	Nil	Nil

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). If not, provide details of all such non-compliances, in the following format:

S. No	Specify the law / regulation / guidelines which was not complied with	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Yes				

Leadership indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): Not Applicable. None of the areas are under water-stress regions.
For each facility / plant located in areas of water stress, provide the following information:
(i) Name of the area
(ii) Nature of operations
(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024 - 25 (Current Financial Year)	FY 2023 - 24 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Ground water	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
No treatment	-	-
With treatment–please specify level of treatment	-	-
(ii) Into Ground water		
No treatment	-	-
With treatment–please specify level of treatment	-	-
(iii) Into Sea water		
No treatment	-	-
With treatment–please specify level of treatment	-	-
(iv) Sent to third parties		
No treatment	-	-
With treatment–please specify level of treatment	-	-
(v) Others		
No treatment	-	-
With treatment–please specify level of treatment	-	-
Total water discharged (in kilolitres)*	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No independent assessment / evaluation /assurance has been carried out by an external agency
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2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2024 - 25 (Current Financial Year)	FY 2023 - 24 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	The company is in process of tracking these emissions in the upcoming years.	
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			
Note: Indicate if any independent assessment/ evaluation / assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No independent assessment/ evaluation /assurance has been carried out by an external agency		

Note: Indicate if any independent assessment/ evaluation / assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency	No independent assessment/ evaluation /assurance has been carried out by an external agency
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3.	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 to FACT
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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, as per the following format:

Sl. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	-	-	-
2.	-	-	-
3.	-	-	-
4.	-	-	-
5.	-	-	-
6.	-	-	-

<p>5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.</p>	<p>FACT is having Business Continuity and Disaster Management plan. Disaster Management Plan has been prepared with objectives such as i) identifying the hazards or disaster potential scenario. ii) localizing any accidents that may occur and if possible contain them to minimize the harmful effects of accidents iii) providing adequate details of the technical and organizational procedures, detailed the emergency response procedures and measures to minimize damage to life, property and environment. iv) providing detailed procedures for evacuation, rescue and treatment of casualties. v) defining clearly the roles and responsibilities of those involved in emergency response. vi) making a realistic assessment of resources both human and material required in handling the emergency in house and additional resources/skills that may be required under mutual aid from neighbouring industries/ installations or other external agencies. vii) ensuring that manpower, equipment including communication and personal protective equipment, material and financial resources necessary to carry out on-site emergency plan are readily available for immediate activation of the plan in the event of accident. viii) safeguarding victims by evacuating them to a safer place and rehabilitating the affected persons. FACT has a well-defined On-Site Emergency Plan (OSEP) that outlines the procedures, mechanisms, and resources available to respond to various kinds of emergencies.</p> <p>The OSEP includes the following elements:</p> <ol style="list-style-type: none"> 1. Risk assessment study reports which identifies the potential hazards and risk faced by the organization and surrounding communities 2. Communication protocol for communicating with employees stake holders and the general public 3. Safe evacuation routes and procedures for employees and customers 4. Continuity of essential operations during and after a disaster 5. Emergency response team with duties and responsibilities 6. Recourses available 7. Regular training and mock drills 8. Review and updates
<p>6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard</p>	<p>No adverse impact to the environment arising from Value Chain of the Company since necessary actions have already been taken in the process design of operating plants.</p>

7.	Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.	Nil
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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. 5
- 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.

S.No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers/associations (State/National)
1	The Fertiliser Association of India	National
2	Standing Conference of Public Enterprises	National
3	All India Management Association	National
4	Kerala State Productivity Council	State
5	National Safety Council – Kerala chapter	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
Nil	Nil	Nil

Leadership Indicators

1. Details of public policy position advocated by the entity

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain	Frequency of review by Board (Annually/ Half yearly/ Quarterly /Others please specify)	Web link if available
Nil	Nil	Nil	Nil	Nil	Nil

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

Essential Indicators

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

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

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 Project for which R&R is ongoing	State	District	No of project affected families (PAF)	% of PAFs covered by R&R	Amount paid to PAFs in the FY (In INR)
Nil	Nil	Nil	Nil	Nil	Nil	Nil

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

FACT is committed to ethical business practices and prioritizes community interests. The company has established a system to receive and address community complaints. Anyone with a grievance can directly contact FACT through personal representation, correspondence, or email. Upon receiving a complaint, the relevant division within the company promptly addresses the issue.

4. Percentage of input materials (inputs to total inputs by value) sourced from suppliers

Parameter	FY 2024 - 25 Current Financial Year	FY 2023 - 24 Previous FinancialYear
Directly sourced from MSMEs/ small producers	11.07%	15.60%
Directly Sourced within India	53.09%	34.64%

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

Location	FY 2024 -25 Current Financial Year	FY 2023 -24 Previous FinancialYear
Rural	0%	0%
Semi-urban	0%	0%
Urban	100%	100%
Metropolitan	0%	0%

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Nil	Nil

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 spend (in INR)
NIL			

3.	a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)	Yes	
	b. From which marginalized /vulnerable groups do you procure?	MSEs including those owned by SC/ST and women entrepreneurs	
	c. What percentage of total procurement (by value) does it constitute?	10.89%	

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
1	Nil	Nil	Nil	Nil

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

Name of Authority	Brief of Case	Corrective action taken
NIL	NIL	NIL

6. Details of beneficiaries of CSR Projects:

S. No.	CSR project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Water Charges Paid To KWA for Supply of Water To Manjummel	10000	50%
2.	Share of expenses reimbursed to RCF for NAMO Drone Didi event at Dharwad	300	100%
3.	Financial assistance to Govt HSS Eloor	160	75%
4.	Advance payment to Sarvodaya IRS-Community Fitness Centre in Bidar, Karnataka	900	75%
5.	Payment to Saukhyam Charitable Trust- Anganawadis	300	75%
6.	Grant to CUSAT (Chair professor)	100	50%
7.	Purchase of Books for PMKSK (Books received at Solapur state office)	70	75%

PRINCIPLE 9

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

Essential Indicators

1.	Describe the mechanisms in place to receive and respond to consumer complaints and feedback.	<p>FACT operates through a network of dealers who sell their products. Sales representatives from FACT regularly engage with both dealers and customers. When customers raise complaints or offer criticism, the process is as follows:</p> <p>Significant issues are escalated to higher authorities within the organization. These might involve serious product defects, service failures, or other critical matters. The goal is to address major complaints promptly and effectively to maintain customer satisfaction and uphold the company's reputation.</p> <p>Sales officers handle minor concerns directly. These could include smaller issues, queries, or general feedback from customers.</p> <p>By addressing minor concerns promptly, FACT ensures a positive customer experience and fosters goodwill.</p>
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2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

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

3. Number of consumer complaint in respect of following:

	FY 2024 - 25 (Current Financial year)		Remarks	FY 2023 - 24 (Previous Financial year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data Privacy	NA	0	NA	NA	0	NA
Advertising	NA	0	NA	NA	0	NA
Cyber-security	NA	0	NA	NA	0	NA
Delivery of Products	2	0	NA	10	0	All resolved
Quality of Products	12	0	NA	7	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Other	2	0	Nil	13	0	

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

	Number	Reasons for recall
Voluntary recalls	Nil	Nil
Forced recalls	Nil	Nil

5.	Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.	Yes. In IT Policy of the Company cyber security and mitigating risk related to data privacy is laid out. It can be accessed through the web link. https://fact.co.in/home/Dynamicpages?MenuId=185
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	Regular Farmers (Consumers) meetings are being conducted and topics covered on Package of Practices on crop cultivation and quality of products used to be explained.
7.	Provide the following information relating to data breaches:	
	a. Number of instances of data breaches	Nil
	b. Percentage of data breaches involving personally identifiable information of customers.	Nil
	c. Impact, if any, of the data breaches.	Nil

Leadership Indicators

1.	Channels / Platforms where information on products and services of the entity can be accessed (provide web link, if available).	Website of the Company www.fact.co.in
2.	Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.	Conducted following Farmer Education Programs to teach the farmers for balanced use of fertilisers and to convey the message for scientific recommendation of fertilizers for various crops, issuing Soil Health cards etc. 1) Agriculture seminar 2) Squad program 3) Soil sample collections 4) Agriculture Exhibition 5) Field Demonstration 6) Dealer Meet 7) KISAN SANGOSTI 8) Farmers – PMKSK Meeting
3.	Mechanisms in place to inform consumers of any risk of disruption / discontinuation of essential services	All information is updated on https://fact.co.in/home
4.	Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)	Yes, Marketing survey are conducted with farmers during Squad Program (Intensive Farmer contact program), meetings and seminar about satisfaction on using of product and the services provided. Direct feedback collected from about 400 Farmers in Kerala. 10,000 Farmers connected through Whatsapp on awareness broadcast messages.