



WHIRLPOOL OF INDIA LIMITED  
(CIN No. : L29191PN1960PLC020063)

CORPORATE OFFICE : PLOT NO. 40, SECTOR-44, GURUGRAM (GURGAON) - 122002 (HARYANA), INDIA TEL. : (91) 124-4591300 FAX : (91) 124-4591301  
REGD. OFF. : PLOT NO. A-4 MIDC, RANJANGAON, TAL. SHIRUR, DIST. PUNE-412 220 TEL. : (91) 2138-660100 FAX : (91) 2138-232376  
Website : www.whirlpoolindia.com, E-mail : info\_india@whirlpool.com

**14<sup>th</sup> August, 2025**

<p>The Manager <b>Listing Department</b> <b>BSE Limited</b> Phiroze Jeejeebhoy Towers Dalal Street, Mumbai, Maharashtra - 400001</p> <p><b>Scrip Code: 500238</b></p>	<p>The Manager <b>Listing Department</b> <b>National Stock Exchange of India Limited</b> Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra East, Mumbai, Maharashtra – 400051</p> <p><b>Symbol: WHIRLPOOL</b></p>
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**Sub: Business Responsibility and Sustainability Report (BRSR) for the financial year ended 31<sup>st</sup> March, 2025**

Dear Sir,

In terms of the requirements of Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('SEBI Listing Regulations'), we are submitting herewith the Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2024-25. The BRSR also forms the part of the Annual Report for the Financial Year 2024-25.

The above is for your information and necessary records.

Thanking you

Yours faithfully,

**For Whirlpool of India Limited**

**Sweta Srivastava**  
**Company Secretary & Compliance Officer**

**Plot No. 40, Sector 44**  
**Gurugram, Haryana - 122002**

Encl.: as above

**BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT****ANNEXURE-H****SECTION A: GENERAL DISCLOSURES**

S.No.	Details of the Listed Entity	
1.	Corporate Identity Number (CIN) of the Listed Entity	L29191PN1960PLC020063
2.	Name of the Listed Entity	Whirlpool of India Limited ("Company/ Whirlpool")
3.	Year of incorporation	1960
4.	Registered office address	A-4, MIDC, Ranjangaon, Taluka - Shirur, Pune, Maharashtra - 412220
5.	Corporate address	Plot No. 40, Sector 44, Gurugram, Haryana - 122002
6.	E-mail	investor_contact@whirlpool.com
7.	Telephone	02138-660190
8.	Website	www.whirlpoolindia.com
9.	Financial year for which reporting is being done	April 01, 2024 to March 31, 2025
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11.	Paid-up Capital	INR 12,687 Lacs
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Sweta Srivastava, Company Secretary and Compliance Officer, 0124-3591300, compliance_officer@whirlpool.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)	Data in this BRSR Report has been reported on a standalone basis
14.	Name of assessment or assurance provider	Not Applicable
15.	Type of assessment or assurance obtained	Not Applicable

**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.	Consumer Durable Goods	Manufacturing, trading, and distribution of consumer durables such as refrigerators, washing machines, air conditioners, microwaves, ovens etc. and providing comprehensive after-sales service	96%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Refrigerators	27501	57%
2.	Washing Machine	27501	26%
3.	Air Conditioner	27509	8%

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	3	33*	36
International	0	1	1

\* Includes branch offices only

#### 19. Markets served by the entity:

##### a. Number of locations

Locations	Number
National (No. of States)	28 States, 7 Union Territories
International (No. of Countries)	14 Countries

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

Exports account for approximately 4% of the Company's total turnover.

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

The Company primarily serves households and individuals who seek high-quality, reliable, and technologically advanced consumer durable products for their daily household needs. In line with our philosophy of being the best kitchen and laundry company, in constant pursuit of improving life at home, our product lineup encompasses a diverse array of appliances, including refrigerators, washing machines, air conditioners, microwaves, ovens, and more. We reach out to our consumers through a widespread network of distributors, traditional and modern retail channels, e-commerce platforms, and other retail and distribution avenues.

### IV. Employees

The Company's values reflect its investment in its employees' career journeys, their overall well-being and the quality of life. During the year, we continued to make progress in this direction by expanding resources that promote professional growth and an inclusive environment that helped our employees to thrive. The 'Empower' women's leadership acceleration program completed multiple successful cohorts, fostering the growth of our female employees. Concurrently, the organization achieved its lowest attrition rates last year across all employee segments, including women.

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

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Employees</b>						
1.	Permanent (D)	1,583	1,336	84%	247	16%
2.	Other than Permanent (E)	8,922	7,872	88%	1,050	12%
<b>3.</b>	<b>Total employees (D + E)</b>	<b>10,505</b>	<b>9,208</b>	<b>88%</b>	<b>1,297</b>	<b>12%</b>
<b>Workers</b>						
4.	Permanent (F)	610	607	99.5%	3	0.5%
5.	Other than Permanent (G)	4,139	3,177	77%	962	23%
<b>6.</b>	<b>Total workers (F + G)</b>	<b>4,749</b>	<b>3,784</b>	<b>80%</b>	<b>965</b>	<b>20%</b>

**b. Differently abled Employees and workers:**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Differently abled Employees</b>						
1.	Permanent (D)	1	1	100%	0	0%
2.	Other than Permanent (E)	0	0	0%	0	0%
<b>3.</b>	<b>Total differently abled employees (D + E)</b>	<b>1</b>	<b>1</b>	<b>100%</b>	<b>0</b>	<b>0%</b>
<b>Differently abled Workers</b>						
4.	Permanent (F)	1	1	100%	0	0%
5.	Other than Permanent (G)	1	0	0%	1	100%
<b>6.</b>	<b>Total differently abled workers (F + G)</b>	<b>2</b>	<b>1</b>	<b>50%</b>	<b>1</b>	<b>50%</b>

**21. Participation/Inclusion/Representation of women**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	1	14%
Key Management Personnel*	4	1	25%

\*Includes Managing Director, Executive Director, Chief Financial Officer and Company Secretary of the Company.

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

(Disclose trends for the past 3 years)

	FY 2024-25 (Turnover rate in current FY)			FY 2023-24 (Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees</b>	16%	17%	16%	17%	25%	18%	25%	33%	26%
<b>Permanent Workers</b>	11%	-	11%	10%	29%	10%	8%	-	8%

**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.	Whirlpool Mauritius Limited	Holding Company	51%	No
2.	Elica PB Whirlpool Kitchen Appliances Private Limited	Subsidiary Company	96.81%	No

**VI. CSR Details:**

The Company is committed to sustainable growth and believes in engaging with the local communities where it is doing business. We embrace our responsibility to support the communities. Our CSR Policy outlines our

commitment and dedication to sustainable practices and fostering inclusive social development by maintaining strong lasting relationships within the communities we serve. The CSR Policy, as approved by the Board of Directors, is available on our website at [www.whirlpoolindia.com](http://www.whirlpoolindia.com).

**24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No): Yes**

**(ii) Turnover (in Rs.): 7,421 Cr**

**(iii) Net worth (in Rs.): 3,489 Cr**

**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
Communities	Yes*	-	-	-	-	-	-
Investors (other than shareholders)	Yes*	1	0	-	-	-	-
Shareholders	Yes*	17	4	-	13	1	-
Employees and workers	Yes*	2	0	-	9	1	-
Customers®	Yes#	238,931	20,208	-	196,711	18,020	-
Value Chain Partners	Yes*	5	1	-	3	1	-
Others (please specify)**	Yes*	4	0	-	-	-	-

\* Weblink: <https://corporate.whirlpoolindia.com/corporate-governance/>

\*\* Others include anonymous complaints made through whistleblower complaint mechanism

# Weblink: <https://www.whirlpoolindia.com/customer-care-service>

@ includes product repair/service complaints

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Climate Change	Risk	Climate change poses a risk to all businesses and communities.	We monitor environmental metrics and track progress to achieve sustainable emissions-reduction goals.	Programs to mitigate climate change risks will help create value for the Company in the long term

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2.	Circular Economy	Opportunity	A circular economy offers a way to meet growing demand for goods and services which support a circular economy. This also ensures that we minimize the resource consumption by effectively extending the product life and reusing all components, to lower environmental impact.	Integrate reliability, repairability, and durability into product design and engineering to enhance product lifespan. Systemic program to reduce pollution, and waste, while boosting consumer satisfaction.	Positive
3.	Product Stewardship	Opportunity	We have the privilege of placing products in the homes of our consumers and understand this comes with great responsibility to provide safe and quality products that give consumers peace of mind for the products they have in their homes.	Implementing leading product safety practices through proactive, robust testing and swift response to uncovered issues. Striving for excellence at every level of product performance — durability, craftsmanship, reliability, delivery, installation and service.	Positive
4.	Waste Management	Risk	Government regulations on Extended Producer Responsibility (EPR), including the E-waste and Plastic Waste Management Rules, Construction and Demolition, Paper management and solid waste management are evolving rapidly to ensure industries manage waste safely through proper disposal, recycling, and reuse.	Effective classification, segregation, and disposal and waste reduction strategies, promote recycling and reuse, continuously. To improve manufacturing processes to minimize waste generation, and ensure compliance with applicable regulations.	There will be an Increased cost of disposal with authorised disposal agencies. However this will ensure compliance. In the long run, initiatives and innovation may have the potential to yield positive financial outcomes.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5.	Responsible Sourcing	Opportunity	We follow sourcing standards that promote human rights and the responsible production of materials. The conduct of our suppliers translates directly to our ability to deliver high-quality products in a sustainable and responsible manner.	Our compliance program governs responsible sourcing and helps to manage ethical compliance risks posed by third-party providers. To promote alignment with these high standards, we conduct due diligence and auditing activities through our SCoC auditing, Third-Party Due Diligence screening and conflict minerals tracking programs.	Positive
6.	Inclusion and Diversity	Opportunity	To fully harness the potential of human talent, it is imperative to cultivate a diverse and inclusive work culture grounded in a genuine sense of belonging, fairness, and equity. This approach empowers individuals to bring their authentic selves to work, fostering a collaborative environment that enhances operational efficiency.	Inclusion and Diversity are foundational pillars of Whirlpool's enduring values. We are dedicated to fostering a culture where every employee feels welcomed, heard, respected, and valued. To cultivate a more inclusive workplace, we provide comprehensive training to sensitize our managers on avoiding unconscious bias and fostering empathy. Our commitment to female development is exemplified through initiatives like the Empower - Women's Acceleration Program. Additionally, our leadership invests time and expertise in mentoring women through the Growing Together initiative. Furthermore, our people leaders undergo the Hiring Effectiveness Training program, emphasizing the importance of inclusion and bias removal in hiring practices. In our Campus Hiring efforts, we consciously implement a diverse slate approach, aiming for 50% female representation in our Young Leaders Program.	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7.	Sustainable operations	Opportunity	Sustainable operations offer companies a strategic advantage by aligning environmental responsibility with long-term business success. Sustainability presents multiple opportunities that can enhance performance, profitability, and resilience.	Continue focus on identification of energy, water and waste minimisation projects and its effective implementation through structured approach ensure sustainable operations. Audits and management of tracking sustainability KPI are key driving attributes.	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
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
1. b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
1. c. Web Link of the Policies, if available	<i>Refer Note below</i>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
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.	All factories are certified for Environmental Management System ISO 14001 & Occupational Health & Safety Management System as per ISO 45001 International Standard of latest version. Our factories also have the necessary certification for Bureau of Indian Standards (BIS). All sites undergo audits from respective agencies to maintain these certifications.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	As part of the Whirlpool Group, the Company is committed to continue to work towards reducing scope 1 and 2 emissions and integrating circularity principles into our product designs from the outset. Additionally, we are also committed to fostering a workforce that reflects our diverse consumer base and creating a culture where every employee feels a sense of belonging. At our manufacturing sites, we strive to achieve zero fatalities and minimize serious incidents.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</b>	The Company has continued its efforts to increase the use of renewable energy. To further reduce GHG emissions, we are focusing on implementing various energy saving projects across our factories. Our Design for Sustainability (DfS) Programme consistently helps us reduce reliance on non-renewable resources, lower our carbon and water footprints, and maintain our standards of excellence in quality and performance. We remain focused on promoting Inclusion and Diversity, with various initiatives helping to reduce our female attrition rate. The health and safety of our employees are critical to our success, and during the year, we had no fatalities or serious incidents.								
<b>Governance, leadership and oversight</b>									
<b>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)</b>	Driven by our core values, our Company's vision is to improve life at home. Our ESG strategy has been an integral part of our long-term strategic imperatives and operating priorities. We are committed to developing innovative products that save time and effort for consumers, reduce environmental impact, and support our employees and communities. This commitment also ensures we deliver significant, long-term value for all stakeholders. We continue to uphold our legacy of sustainability in products and processes, aiming to expand our ESG efforts and enhance life at homes, communities, and operations, both now and in the future.								
<b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).</b>	Oversight of ESG is inextricably linked to the oversight of our Company. The Managing Director is primarily responsible for implementation and oversight of these policies.								
<b>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.</b>	The Company's Managing Director along with the leadership team drives the ESG strategy and sustainability related decisions. Further the functional heads also regularly reviews progress of the initiatives.								

**Notes:****Weblink of Policies**

Principle	Policy and weblink
P-1, 4, 6 and 9	Integrity manual <a href="#">Link</a>
P-1	Code of Conduct for Board and Senior Management <a href="#">Link</a>
P-1	Insider Code <a href="#">Link</a>
P-1	Whistleblower Policy <a href="#">Link</a>
P-2 and 5	Supplier Code of Conduct <a href="#">Link</a>

Principle	Policy and weblink
P-3 and 8	Equal opportunity Policy <a href="#">Link</a>
P-3	Anti Harassment and Anti Discrimination Policy <a href="#">Link</a>
P-4 and 8	CSR Policy <a href="#">Link</a>
P-7	Public Policy <a href="#">Link</a>

#### 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	D	D	D	D	D	D	D	D	D	A	A	A	A	A	A	A	A	A
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes, by the Board of Directors on a quarterly basis.																	
<i>D- Managing Director along with relevant leadership team members</i>																		
<i>A- Annually</i>																		
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.	<b>P1</b>	<b>P2</b>	<b>P3</b>	<b>P4</b>	<b>P5</b>	<b>P6</b>	<b>P7</b>	<b>P8</b>	<b>P9</b>	Periodic audits covering the above principles (except Principle 7) are conducted by the Internal audit function. Further for P3 and P6, ISO 45001 audits have been conducted by BSI Certification India Pvt. Ltd. and DQS -UL Certification India Pvt. Ltd. For P2, BIS audits have been conducted for all our factories.								

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
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/ human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

NOT APPLICABLE

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

### **PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable**

Just like our approach to developing high-quality products that improve life at home, our ethics and compliance Program hold us to the highest possible standards. Our commitment to seek out opportunities for improvement is evident in our internal culture of “Speak Up, Listen Up.” Our goal is to create a culture in which people feel respected, valued and heard, and, at the same time, feel that they have a vested interest in the success of the Company. Ethics and Compliance is the manifestation of what we do as an organization. Our strategic approach is to have a dynamic, agile and evolving risk-based ethics and compliance program that inspires stakeholder confidence in a culture of high integrity, empowers confident and educated teams that understand the importance of integrity in the marketplace, and proactively manages and responds to risks, whether potential or current. Whirlpool’s Ethics and Compliance Program is focused on enhancing and sustaining our culture of winning with integrity, empowering employees with tools and resources to act with integrity, within a risk-based framework. We encourage our employees to actively communicate any issues through multiple channels (our Integrity Channels).

Our Integrity Manual (Code of Ethics) guides our culture of integrity and has been designed with two major themes in mind: a cultural section in which we describe our values and a principles section describing how those values are put into action. We have instituted training and awareness initiatives that comprehensively educate Board of Directors, Key Managerial Personnel, and employees on these principles, ensuring their understanding and adherence. Additionally, Whirlpool upholds a stringent anti-corruption and anti-bribery policy detailed in its Integrity Manual (Code of Conduct), underscoring its commitment to ethical business practices.

#### Essential Indicators

##### 1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	6	Ethics, Governance, consumer and market insights	100%
Key Managerial Personnel	2	Training sessions on all principles	100%
Employees other than BoD and KMPs*	228	Training sessions on all principles	99.6%
Workers*	75	Ethics and Compliance, human rights, health and safety	85%

\* The above training and awareness sessions were made available to all employees and workers

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 Requirements) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGBRC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (in INR) (in lakhs)	Brief of the case	Has an appeal been preferred (Yes/No)
Penalty/Fine	Principle 1	GST/ State Tax Authorities of respective states	76	Mismatch/ Reversal of Input tax credit etc. under GST Regulations	Refer Note -1 below
			10	Insufficient/ incorrect documentation while transportation of goods	No
		Customs Authorities	7.8	Delay in filing of SIMS application for Steel Import due to delayed receipt of NOC from Ministry of Steel	No
			0.3	Disallowance of exemption benefit on select items and bill of entry was filed by the courier company	No
			0.54	Delayed contribution to the fund due to discrepancies in Aadhaar	No
		Professional Tax Officer	0.01	Penalty for delay in professional tax	No
		Excise & Taxation Officer	22.7	Non submission of C forms	No
Settlement	Principle 1	Punjab State Tax	14	Non submission of statutory forms and non payment of taxes settled under amnesty scheme	No
Compounding	Principle 1	Legal Metrology Office, Bangalore	0.55	Compliance related to contents of label. To avoid protracted litigation, the matter was compounded.	NA

Note 1: During FY 2024-25, out of the 17 notices received from GST/State Tax authorities, the Company has preferred appeal in 7 instances with Appellate Authority. The details of the orders have been filed with stock exchanges under Regulation 30 of SEBI Listing Regulations and also hosted on the website of the Company at [www.whirlpoolindia.com](http://www.whirlpoolindia.com).

Non-Monetary					
	NGBRC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (in INR)	Brief of the case	Has an appeal been preferred (Yes/No)
Imprisonment			-		
Punishment					

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Mismatch/Reversal of Input tax credit etc. under GST Regulations	GST Appellate Authority

*Note: During FY 2024-25, out of the 17 notices received from GST/State Tax authorities, the Company has preferred appeal in 7 instances with Appellate Authority amounting to INR 27.3 lakhs.*

**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.**

At Whirlpool, we uphold the highest standards of integrity in all aspects of our operations. Integrity is a core value that defines our corporate character. We have zero tolerance for bribery or corruption in any form, and we actively enforce this principle throughout our organization.

In addition to our Integrity Manual, we maintain a robust anti-corruption policy that outlines our commitment and expectations regarding ethical business practices. Our anti-corruption program includes risk-based policies, procedures, and assessments designed to identify and mitigate potential corruption risks. We provide comprehensive training, both online and in-person, to educate our employees and stakeholders on these policies and to ensure compliance.

Regular communication is key to maintaining awareness and adherence to our Integrity Manual (Code of Conduct), Anti-corruption, Anti-bribery, and gift policies. By fostering a culture of ethical conduct, we uphold the reputation of our Company, strengthen our brand, and advance our leadership in the market. The Company's Code of Conduct can be accessed at [www.whirlpoolindia.com](http://www.whirlpoolindia.com).

**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	No law enforcement agency has initiated disciplinary action against any Director, Key Managerial Personnel (KMP), employee, or worker on charges related to bribery or corruption.	
KMPs		
Employees		
Workers		

**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	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	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.**

There were no instances of corruption or conflicts of interest that necessitated intervention by regulators, law enforcement agencies, or judicial institutions.

**8. Number of days of accounts payables ((Accounts payable X 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 payables	93 days	93 days*

\*The number of days of accounts payables for last financial year stands revised to 93 days (from previously reported 84 days) in line with reclassification of employee related payables under the head 'Other financial liabilities', which was previously classified under 'Trade payables' (details provided in the notes to the financial statements).

**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	1.78%	1.80%
	b. Number of trading houses where purchases are made from	9	7
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	100.00%	100.00%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	99.33%	99.15%
	b. Number of dealers / distributors to whom sales are made	3,983	3,822
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	26.99%	27.13%
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	2.15%	2.32%
	b. Sales (Sales to related parties / Total Sales)	3.66%	3.88%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NIL	NIL
	d. Investments (Investments in related parties / Total Investments made)	NIL	NIL

\*Total purchases cover purchase of raw materials, components and packaging material

**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 the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
2	Principle 1	100%

**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 Company has implemented an Integrity Manual, which serves as a Code of Conduct for the Board of Directors, Senior Management, and all employees. This manual provides explicit guidelines for identifying, avoiding, and disclosing any actual or potential conflicts of interest with the Company. Annually, Directors and Senior Management confirm their compliance with the Code of Conduct through declarations, and any updates in disclosures of interests are periodically communicated by the Board of Directors. The Code of Conduct is accessible on our website and can be viewed at [www.whirlpoolindia.com](http://www.whirlpoolindia.com).

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

Our product portfolio is at the center of all that we do, and we are passionate about the quality of our products. We strive for excellence in craftsmanship, durability, core performance, reliability, delivery, installation and service. Whirlpool India, being a part of the Whirlpool Group, benefits from the extensive central R&D efforts of the Group, allowing them to focus on adapting products to local conditions, enhancing the quality of raw materials and implementing sustainable practices. While designing the products, the Whirlpool Group thinks deeply about the experience of our consumers and offers outstanding performance to meet the needs of a range of lifestyles. We also respect the finite nature of resources and strive to seize every possible opportunity to build sustainability into our products. By designing products with the needs of consumers and the planet in mind — which we call Design for Sustainability (DfS) — we can reduce our reliance on nonrenewable resources, lower our carbon and water footprint, and maintain our standards of excellence for quality and performance. We have the privilege of placing products in homes to improve lives and understand that this comes with great responsibility. Our highest priority is to keep consumers safe. Over years, our teams have been focused on giving consumers safe products. Our safety system is designed to avoid issues in the first place, identify any potential issues as quickly as possible and achieve closure of all potential issues with urgency. We take a proactive approach to product safety, focusing on the design of our products and setting policies that promote proper oversight and governance.

**Essential Indicators**

**1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D*	55%	45%	We are continuously investing in improving energy efficiencies and recyclable material content of our products
Capex	46%	28%	

*\*In addition to above expenses, the Company under the technology license agreement benefits from the research and product development work undertaken by the Whirlpool Group.*

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

Yes, at Whirlpool, we are committed to high standards on Sustainable Sourcing (an integration of social, ethical, legal and environmental factors) while selecting the vendors and value chain partners for business operations. Whirlpool emphasizes "winning with integrity" as a core principle extending to both employees and external business partners. The Company holds itself to high compliance standards and expects the same from its suppliers and third parties. The Supplier Code of Conduct (SCoC) is the cornerstone of Company's ethical expectations from the suppliers. It covers critical areas such as anti-bribery and anti-corruption, human rights, health and safety, legal compliance, etc. The compliance with the SCoC is a mandatory requirement for all vendors of services and goods and forms part of Company's standard

contract templates and purchase order terms and conditions. For new suppliers, extensive Third Party Due Diligence (TPDD) is conducted before onboarding of the suppliers.

To ensure compliance, the Company conducts periodic audits and thorough checks for direct material vendors. In addition to ethical and legal compliance, Whirlpool also assesses the robustness of suppliers' processes and systems through Supplier Quality Assurance checks.

In summary, the Company demonstrates a strong commitment to ethical sourcing and supply chain management by clearly defining its expectations, formalizing these expectations in contracts, and implementing robust processes to ensure compliance. This proactive approach helps mitigate risks, protect the Company's reputation, and foster ethical business practices throughout its value chain.

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

Whirlpool emphasizes the importance of sustainable practices within its supply chain, aiming for optimum resource utilization, efficient recycling, and streamlined logistics. Sustainable Sourcing Initiative involves consciously selecting suppliers who prioritize environmental, social, and economic responsibility beyond basic regulatory compliance in areas such as:

- o **Environment:** Resource reduction, pollution minimization, responsible waste management, and climate-friendly practices.
- o **Social:** Fair labour conditions, human rights, community development, and ethical sourcing.
- o **Economic:** Long-term viability, fair trade, and responsible resource management.
- o **Health & Safety:** Clean and safe work environments, compliance with local laws, emergency and incident management, and good working conditions.

In essence, Whirlpool is not just stating a commitment to sustainability, it is actively implementing it through defined criteria, mandatory requirements, thorough due diligence, and ongoing monitoring of its supplier base.

In FY 2024-25, the Company successfully sourced **90%** of its inputs sustainably.

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

- (a) Plastics (including packaging)**
- (b) E-waste**
- (c) Hazardous waste and**
- (d) other waste.**

The Company is obligated to fulfill its Extended Producer Responsibility (EPR), as assigned under the Plastic Waste Management Rules, 2016 and E-Waste (Management) Rules, 2022 respectively. In order to fulfill the same the Company has tied up with authorized recyclers for safe management and disposal of the Plastic Waste as well as E-Waste. In FY 2024-25, we fulfilled our EPR obligations by achieving the recycling target of 54,930 MT under E-waste and 5,248 MT under Plastic Waste. The Plastic Waste & E-waste generated at the respective factories is also managed and disposed via authorized recyclers. All hazardous waste which is generated at the factory is also disposed as per the terms of the applicable consents and regulations. All other wastes are being disposed-off through the approved recyclers by the respective State Pollution Control Board.

**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.**

Yes, Extended Producer Responsibility (EPR) is applicable to Company's activities as the Company is registered as a Producer under the E-Waste (Management) Rules, 2022 and as a Brand Owner under the Plastic Waste

Management Rules, 2016. In addition, our waste collection plans are in line with Pollution Control Board requirements. During the period under review, we achieved 100% of our EPR obligations by recycling 54,930 MT of E-waste and 5,248 MT of Plastic Waste. The said details are regularly submitted with the respective Pollution Control Boards in requisite form/mode, as and when required, as per the statutory norms.

### 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
NA	NA	NA	NA	NA	NA

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
NA	NA	NA

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)
Recycled plastic material	0.03%	0.01%
Re-used plastic material	2.32%	2.24%

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)	-	5,248 MT	-	-	5,308 MT	-
E-waste	-	54,930 MT	-	-	48,883 MT	-
Hazardous waste	-	-	-	-	-	-
Other waste	-	-	-	-	-	-

## 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
Refrigerator	33%
Washing Machine	24%
Others	25%

\*Products accounting for 90% of turnover.

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

At Whirlpool, we believe that the key to our success is our employees, who embody our commitment to quality, innovation, and growth. We are highly invested in our employees' career journeys, their overall well-being and their quality of life. We continue to make progress on our commitments by expanding resources that promote professional growth and an inclusive environment. Whirlpool's Be\*Well strategy is a global and holistic framework focused on six pathways to foster well-being and support employees both at home and work. The Be\*Well strategy helps us deliver comprehensive support and empowerment to employees and their families. We provide benefits, resources and tools such as webinars and communications to help employees fully explore each of the pathways toward well-being. We also provide an Employee Assistance Program to support employees and their families with confidential counseling, coaching and referral services to address any personal or work concerns that affect their well-being. Further, every quarter (half yearly from January 2025), we survey all employees to understand their experiences and take action to continually improve their engagement. We also want our employees to enjoy long, meaningful careers with countless opportunities for growth during their time with us. Our training and development programs are designed to help them continue building the skills they need to do their jobs well now and in the future.

#### 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)
<b>Permanent employees</b>											
Male	1,336	1,336	100%	1,336	100%	-	-	1,336	100%	-	-
Female	247	247	100%	247	100%	247	100%	-	-	234**	95%
<b>Total</b>	<b>1,583</b>	<b>1,583</b>	<b>100%</b>	<b>1,583</b>	<b>100%</b>	<b>247</b>	<b>16%*</b>	<b>1,336</b>	<b>84%*</b>	<b>234</b>	<b>15%</b>
<b>Other than Permanent employees</b>											
Male	7,872	7,872	100%	7,872	100%	-	-	246	3%	-	-
Female	1,050	1,050	100%	1,050	100%	1,050	100%	-	-	40	4%
<b>Total</b>	<b>8,922</b>	<b>8,922</b>	<b>100%</b>	<b>8,922</b>	<b>100%</b>	<b>1,050</b>	<b>12%*</b>	<b>246</b>	<b>3%*</b>	<b>40</b>	<b>0.45%</b>

\* The Maternity and Paternity benefits are extended to all the eligible employees.

\*\*Some of our branch offices have fewer than 50 employees, which does not satisfy the minimum requirement for operating a daycare center according to section 11A of the Maternity Benefit (Amendment) Act, 2017.

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent workers</b>											
Male	607	607	100%	607	100%	-	-	-	-	-	-
Female	3	3	100%	3	100%	3	100%	-	-	3	100%
<b>Total</b>	<b>610</b>	<b>610</b>	<b>100%</b>	<b>610</b>	<b>100%</b>	<b>3</b>	<b>0.49%*</b>	<b>-</b>	<b>-</b>	<b>3</b>	<b>0.49%</b>
<b>Other than Permanent workers</b>											
Male	3,177	3,177	100%	3,177	100%	-	-	-	-	-	-
Female	962	962	100%	962	100%	962	100%	-	-	962	100%
<b>Total</b>	<b>4,139</b>	<b>4,139</b>	<b>100%</b>	<b>4,139</b>	<b>100%</b>	<b>962</b>	<b>23%*</b>	<b>-</b>	<b>-</b>	<b>962</b>	<b>23%</b>

\* The Maternity and Paternity benefits are extended to all the eligible workers.

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

	<b>FY 2024-25 (Current Financial Year)</b>	<b>FY 2023-24 (Previous Financial Year)</b>
Cost incurred on wellbeing measures as a % of total revenue of the Company	0.23%	0.33%

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

Benefits	FY 2024-25 (Current Financial Year)			FY 2023-24 (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/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	-	-	-	-	-	-
Others - please specify	-	-	-	-	-	-

**3. Accessibility of workplaces:**

**Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard. (YES/NO)**

Whirlpool prioritizes accessibility for individuals who are differently abled. Respect is deeply engrained in the core values of the Company and this commitment is also reflected in our Integrity Manual, which emphasizes

on respecting one another and fosters an ecosystem of diversity and inclusion. We are dedicated to make and improve our infrastructure friendlier for the differently abled stakeholders and attempt to provide accessibility for all. In line with our values, we continue to take steps towards implementing various measures to provide disable-accessible infrastructure for its employees and visitors. As per the requirements of the Rights of Persons with Disabilities Act, 2016, we have taken proactive steps to support the needs of individuals with disabilities at its main offices and installed ramps, lowered reception desks for wheelchair access etc. In addition to this, we are in the process of further strengthening infrastructure at our other locations.

**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 Company recognizes that the achievement of its long-term goals and future success relies on attracting and retaining the best talent at all levels while fostering a working environment that values diversity and ensures fair and equitable treatment for every employee. Whirlpool is committed to promoting diversity and providing equal employment opportunities. The Company upholds the principles of diversity and inclusion in its business operations and complies with local laws and regulations related to this matter. The policy can be accessed through the following web link: <https://www.whirlpoolindia.com>.

**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%	80%	-	-
Female	100%	82%	-	-
<b>Total</b>	100%	81%	-	-

\* paternity leave is not available for male workers and no female worker availed maternity leave.

**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/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, we rely on our people to raise any ethics or compliance issues they might encounter. That's why our culture of "Speak Up, Listen Up" is so crucial to our success - it takes every one of us to maintain the level of ethical operation that we strive for every day. These categories of employees or workers can contact us through various Integrity Channels, including the human resource department, Internal Audit, Compliance officer, or their Manager. Further, we also have a dedicated Integrity Line which is a confidential resource that allows individuals to raise all values-related questions or concerns anonymously and without fear of retribution or retaliation. This resource can be accessed via the web or phone and is administered by an independent third-party with translation capabilities.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

**7. Membership of employees and workers in association(s) or Unions recognised 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 association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>	<b>1,583</b>	-	<b>0%</b>	<b>1,687</b>	-	<b>0%</b>
- Male	1,336	-	0%	1,430	-	0%
- Female	247	-	0%	257	-	0%
<b>Total Permanent Workers</b>	<b>610</b>	<b>610</b>	<b>100%</b>	<b>677</b>	<b>677</b>	<b>100%</b>
- Male	607	607	100%	674	674	100%
- Female	3	3	100%	3	3	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)
<b>Employees</b>										
- Male	1,336	520	39%	1,065	80%	1,430	775	54%	931	65%
- Female	247	107	43%	180	73%	257	121	47%	211	82%
<b>Total</b>	<b>1,583</b>	<b>627</b>	<b>40%</b>	<b>1,245</b>	<b>79%</b>	<b>1,687</b>	<b>896</b>	<b>53%</b>	<b>1,142</b>	<b>68%</b>
<b>Workers</b>										
- Male	607	195	32%	285	47%	674	378	56%	294	44%
- Female	3	0	0%	0	0%	3	0	0%	3	100%
<b>Total</b>	<b>610</b>	<b>195</b>	<b>32%</b>	<b>285</b>	<b>47%</b>	<b>677</b>	<b>378</b>	<b>56%</b>	<b>297</b>	<b>44%</b>

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

Our Everyday Performance Excellence system (EPE) is a framework we use to define objectives in each of four performance categories (Business Performance, Strategic/ Project Impact, Organization and Talent, and My Leadership and Values), enabling employees to set short-term and long-term objectives in collaboration with People Leaders and receive regular feedback that helps them improve and develop. At Whirlpool, performance evaluation is an annual process where all white collar employees are covered by the performance review process, regardless of gender. From an EPE philosophy perspective, People leaders are expected to have regular conversations with employees to discuss the progress against objectives. In addition to the annual performance evaluation, people leaders and employees also have formal performance discussions at mid year. These discussions are supplemented with continuous coaching and feedback from people leaders and cross-functional partners to drive extraordinary results. Under the Career Craft program people leaders have career conversations with their teams and discuss about prospective career paths within the organisation and also support in creating individual development plans.

For the Workers, the key productivity matrix and performance approvals are governed by long-term settlement agreement.

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)
<b>Employees</b>						
- Male	1,336	1,291	97%	1,430	1,271	89%
- Female	247	239	97%	257	211	82%
<b>Total</b>	<b>1,583</b>	<b>1,530</b>	<b>97%*</b>	<b>1,687</b>	<b>1,482</b>	<b>88%*</b>
<b>Workers</b>						
- Male	607	607	100%	674	674	100%
- Female	3	3	100%	3	3	100%
<b>Total</b>	<b>610</b>	<b>610</b>	<b>100%</b>	<b>677</b>	<b>677</b>	<b>100%</b>

\*All employees of the Company are considered for an annual performance and career development review. For this review, the Company follows a calendar year cycle i.e., January to December. In the above table, the employees not covered are largely those who have joined the Company outside the above performance cycle period.

## 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 of such system?

Yes, the “We Care” Environment, Health, Safety, and Sustainability (EHSS) Management System serves as our operational framework to ensure a safe and healthy workplace, environmental protection, and sustainable practices across our business. These commitments are a shared responsibility embraced by every Whirlpool employee.

Our Occupational Health and Safety Management System covers all facets of operations—both production and non-production—across our manufacturing facilities. Whirlpool places strong emphasis on risk analysis as a critical driver of EHSS performance, using it proactively to identify potential hazards and implement appropriate control measures.

We are firmly committed to protecting our employees, preserving the environment, and promoting sustainable practices. In alignment with these values, all our manufacturing sites are certified to the ISO 45001 international standard for Occupational Health and Safety Management Systems.

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

Whirlpool’s “We Care” manual serves as a comprehensive guide for all Environment, Health, and Safety (EHS) processes. This framework outlines systematic procedures for the continuous identification, assessment, and mitigation of risks, with active participation from employees across all our manufacturing sites.

Through the implementation of well-designed controls, layered safety defenses, and the engagement of trained and authorized personnel, we are able to manage high-risk situations with utmost care and responsibility. At the core of our safety philosophy are the “Attitudes for Life”—a set of foundational behaviours and precautions focused on preventing serious and life-altering injuries for both employees and third-party contractors involved in high-risk tasks.

A key aspect of ensuring workplace safety involves fostering safe interaction between employees and the machinery they operate. As part of the system approach to management, EHS Management of Change (MOC) program incorporates safety requirements into the procurement process of new machinery with inputs from all stakeholders. This ensures that safeguards are in place even before the equipment arrives at our sites, enhancing operator safety and equipment reliability. These efforts are aligned with our “Attitudes for Life” principles to uphold the highest standards of machine safety across all operations.

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

Yes, the “We Care” framework clearly reflects our commitment to safeguarding our employees, protecting the environment, and integrating sustainability throughout our business operations. Maintaining high standards in Environment, Health, and Safety (EHS) and sustainability is not only sound business practice—it is a core responsibility.

We foster a culture of active engagement, encouraging employees and workers at all levels to participate in EHS processes. This includes reporting all work-related hazards, near misses, incidents, and unsafe conditions or behaviours through both formal and informal channels.

Our management team conducts regular safety reviews and management walks to systematically identify and address potential hazards. Every suggestion, observation, or concern raised is carefully assessed, and proactive control measures are implemented to effectively mitigate risks and continuously improve workplace safety.

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

Yes, permanent employees and their family members have access to the Company provided or Company supported medical benefits. They are covered under Group Medical Coverage (GMC). Employees and workers have access to medical benefits through Company provided group insurance policies and Company funded medical support services.

**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	0	0
	Workers	0.16	0.35
Total recordable work-related injuries	Employees	0	0
	Workers	2	4
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

\*Including in the contract workforce

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

Whirlpool is deeply committed to providing a safe and healthy work environment for all employees. Our approach to workplace safety goes beyond regulatory compliance—we proactively identify and mitigate risks, promote a violence-free environment, and foster a culture of responsibility and safety awareness.

We emphasize strict adherence to safety standards, proper use of personal protective equipment (PPE), and active employee involvement in identifying and reporting hazards or incidents. By encouraging open communication, we ensure timely resolution of safety concerns.

Our Machine Safety Evaluation and Remediation Program is a continuing process to cover all machines step by step, which includes Comprehensive Machine Risk Assessments (MRA) and periodic testing of safety controls such as interlocks, light curtains, and area scanners. This initiative strengthens the safeguarding of machinery and supports a proactive safety culture.

We initiated focused audits of high risk processes & equipment like lifts, cranes, electrical sub stations, fire safety pumps etc. to ensure that they are working with safety controls & SOPs needed for safe operations.

At Whirlpool, Environment, Health, and Safety (EHS) is a shared responsibility, and we remain committed to continuously reducing workplace injuries through vigilance, innovation, and employee engagement.

### 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	Nil	Nil		Nil	Nil	
Health & Safety	Nil	Nil		Nil	Nil	

### 14. Assessments for the year:

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

At our manufacturing sites, all incidents are subjected to detailed investigation for root cause analysis and corrective and preventive actions to prevent the recurrence of the incident. These corrective actions are applied proactively, and key learnings are shared widely across teams. Their effectiveness is monitored and validated through ongoing safety audits to ensure sustained improvement.

A structured machine safety program is running continuously across all manufacturing sites, aimed at ensuring the safe operation of all equipments. Independent experts are engaged to provide specialized guidance on machine safety and also conducting validations after completion of improvement actions.

In addition, fire safety infrastructure upgrade work continues at our sites, ensuring readiness and resilience against potential fire hazards.

### Leadership Indicators

#### 1. Does the entity extend any life insurance or any compensatory package in the event of death of:

(A) Employees (Y/N) - Yes

(B) Workers (Y/N) - Yes

The Company has in place General Term Insurance and Accidental Insurance policy for its employees and workers.

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

The Company has a SCoC and TPDD process which covers governance and compliance areas to ensure that suppliers must have proper process in place that statutory dues have been deducted and deposited.

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 are rehabilitated and placed in suitable employment or whose family 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	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

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)

Yes, we provide tax and investment guidance to the separating employees.

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	90%
Working Conditions	90%

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.

During the reporting period, no significant risks were identified from assessment of health and safety practices and working conditions of value chain partners.

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

##### Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity

We stay attuned to the evolving needs of our stakeholder groups so that we can make well-informed strategic decisions. We assess our stakeholders through a need assessment of the value chain and map our stakeholders on the basis of people who are impacted or influenced by our activities and vice versa.

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

By engaging regularly with our stakeholders, we encounter diverse perspectives that provide valuable insight and information we might not otherwise recognize. Understanding what is important to our stakeholders — including consumers, employees, leaders, investors, trade customers, suppliers and more — helps us understand and address impacts, risks and opportunities to better serve them. Through formal and informal methods, we reach out regularly for feedback and work to foster an environment in which all perspectives are welcome.

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
Employees	No	Direct Contact, Intranet, internal events, capability building sessions, Pulse Surveys, and Townhalls	Ongoing basis	Trainings, well-being, career development, skill upgradation, organisational values, grievances etc.
Local Communities	Yes	CSR Events, Local events, community needs assessments, other events	Ongoing basis	Community needs, environmental protection and regeneration, education, health, hygiene and wellness
Suppliers	No	Meeting, Email communications, Telecommunications, Social media, Conferences, websites, dedicated portals, audits, trainings	Ongoing basis	Sustainable sourcing, quality measures, process improvements, technical knowledge exchange/ trainings
Consumers	No	Websites, Advertisements, Email, Call Centres, Social Media, Satisfaction Surveys, Consumer Researches	Ongoing basis	Product awareness, safety measures, maintenance and servicing, consumer insights, complaints, suggestions
Distributors, dealers and other Business associates	No	Email, Meetings, Messages	Ongoing basis	Business relations and growth prospects, new launches, technical information, training
Regulatory bodies and Industry associations	No	Meetings, Conferences, and other external public platforms	Ongoing basis	Matters relating to policy strengthening, technical standards and other socio - economic matters
Shareholders and investors	No	Shareholders meetings, e-mail communications, earnings call, website disclosures and intimations, newspaper advertisements	Ongoing basis	Financial results, business performance, statutory updates, corporate governance requirements, investor queries and grievances etc.

*Although we have marked 'NO' for some of the aforementioned stakeholders, we are continuously striving to uplift the vulnerable and marginalized segments within these groups.*

### 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.**

The Company's Leadership team actively engages with key stakeholders including regulatory bodies, industry associations, local communities, employees to evaluate environmental, social, and economic issues. Regular updates from such engagements are provided to the Board of Directors, which, in turn, provides the necessary recommendations if any.

- 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.**

Insights gathered during stakeholder engagements are utilized to identify and address environmental and

social issues relevant to each stakeholder group across the value chain. This approach ensures their concerns and needs are effectively considered. By incorporating this feedback into its policies and initiatives, the Company supports its long-term growth. For example, revamping of CSR strategy, several tech-based solutions, installation of solar panels etc. have been prioritized based on inputs from the relevant stakeholders.

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

The Company engages with the local communities and addresses the concerns of marginalized groups. Addressing the concerns of vulnerable or marginalized stakeholder groups is crucial for us as we aim to foster inclusivity and social responsibility. The Company has also revised its CSR strategy this year considering the need assessment of local communities and has initiated its ongoing Water Project for sustainable resource conservation and development of local communities. Further details in this regard are set out in the Annual Report on Corporate Social Responsibility (CSR) Activities.

## PRINCIPLE 5: Businesses should respect and promote human rights

We support the human rights of everyone we work with and expect our business partners to do the same. Our business practices reflect that commitment to provide that every person who works for us throughout all of operations does so of their own free will, in a safe and healthy environment. We oppose discrimination, slavery and child labour and have controls and protections to avoid them. Further, we support diversity and wage parity, and respect the rights of our employees to associate with whom they choose and to be involved in outside of work. Our Integrity Manual (Code of Ethics) guides our culture of integrity and has been designed with two major themes in mind: a cultural section in which we describe our values and a principles section describing how those values are put into action. We encourage our employees to speak up so that we create a culture in which people feel respected, valued and heard. We want people to thrive because they engage with the Whirlpool culture. That is why our policies regarding employee behaviour and supplier expectations align so closely with our core values and why we encourage employees to actively communicate any issues through multiple channels (our Integrity Channels).

In addition to our internal commitment to human rights, we strive to hold our suppliers and business partners accountable to comply with these same principles through our Supplier Code of Conduct (SCoC). Moreover, our Integrity Line can be used both internally and externally to bring concerns about human rights issues to our attention.

### 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)	% (D/C)
<b>Employees</b>						
Permanent	1,583	1,347	85%	1,687	1,628	97%
Other than permanent*	8,922	-	-	7,122	-	-
<b>Total Employees</b>	<b>10,505</b>	<b>1,347</b>	<b>13%</b>	<b>8,809</b>	<b>1,628</b>	<b>18%</b>
<b>Workers</b>						
Permanent	610	517	85%	677	478	71%
Other than permanent*	4,139	-	-	4,196	-	-
<b>Total Workers</b>	<b>4,749</b>	<b>517</b>	<b>11%</b>	<b>4,873</b>	<b>478</b>	<b>10%</b>

\* Training sessions for employees and workers in the "other than permanent" category are organised by their direct employer.

## 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	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>	<b>1,583</b>	-	-	<b>1,583</b>	<b>100%</b>	<b>1,687</b>	-	-	<b>1,687</b>	<b>100%</b>
- Male	1,336	-	-	1,336	100%	1,430	-	-	1,430	100%
- Female	247	-	-	247	100%	257	-	-	257	100%
<b>Other than Permanent</b>	<b>8,922</b>	-	-	<b>8,922</b>	<b>100%</b>	<b>7,122</b>	-	-	<b>7,122</b>	<b>100%</b>
- Male	7,872	-	-	7,872	100%	6,349	-	-	6,349	100%
- Female	1,050	-	-	1,050	100%	773	-	-	773	100%
<b>Workers</b>										
<b>Permanent</b>	<b>610</b>	-	-	<b>610</b>	<b>100%</b>	<b>677</b>	-	-	<b>677</b>	<b>100%</b>
- Male	607	-	-	607	100%	674	-	-	674	100%
- Female	3	-	-	3	100%	3	-	-	3	100%
<b>Other than Permanent</b>	<b>4,139</b>	<b>3,383</b>	<b>82%</b>	<b>756</b>	<b>18%</b>	<b>4,196</b>	<b>2,569</b>	<b>61%</b>	<b>1,627</b>	<b>39%</b>
- Male	3,177	2,461	77%	716	23%	3,128	2,128	68%	1,000	32%
- Female	962	922	96%	40	4%	1,068	441	41%	627	59%

## 3. Details of remuneration/salary/wages

### a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (in INR Lacs)	Number	Median remuneration/ salary/ wages of respective category (in INR Lacs)
Board of Directors (BoD)*	4	27.3	1	27.3
Key Managerial Personnel^	3	379.0	1	238.0
Employees other than BoD and KMP#	1,333	17.8	246	14.4
Workers#	607	9.2	3	15.4

\* Excludes Managing Director and Executive Director

^ Includes Managing Director and Executive Director

# Remuneration has been taken as annual compensation with 100% target variable pay (annual bonus) excluding Long Term Incentives (Stock options from Whirlpool Corporation, US) if any

### 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	10.50%	10.28%

\*The above details include Permanent employees and Permanent workers of the Company. Gross wages includes the actual variable pay (annual bonus) payout which is determined on the Company performance and individual employee performance and includes Long Term Incentive (Stock options from Whirlpool Corporation, US) if any vested during 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)**

In addition to robust controls and policies, we also rely on employees to raise any issues they might encounter. That's why our culture of "Speak Up, Listen Up" is so crucial to our success — it takes every one of us to maintain the level of ethical operation that we strive for every day. Therefore, we train our employees and provide multiple Integrity Channels through which they can communicate any questions or concerns including for human rights. When an issue is raised, the Ethics and Compliance team follows an investigation protocol to process, investigate and resolve the issue. A dedicated committee of senior leaders supervises all such matters. The Compliance Officer is the focal point responsible for addressing the reported concerns.

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

We take our stakeholders' concerns seriously and appreciate their suggestions for improvement. They can contact us through various Integrity Channels, including the Human Resource department, Internal Audit, Compliance officer, or their Manager. Further, we also have a dedicated Integrity Line which is a confidential resource that allows individuals to raise all values-related questions or concerns anonymously and without fear of retribution or retaliation. This resource can be accessed via the web or phone and is administered by an independent third-party with translation capabilities.

**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	Nil	Nil	-	Nil	Nil	-
Discrimination at workplace	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	-	Nil	Nil	-

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

Safety Incident/Number	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Complaints reported under Sexual Harassment of Women at Workplace(Prevention, Prohibition and Redressal) Act, 2013 (POSH)	NIL	NIL
Complaints on POSH as a % of female employees / workers	NA	NA
Complaints on POSH upheld	NA	NA

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

Whirlpool is dedicated to fostering a work environment free from discrimination and harassment. Measures have been established to protect complainants from adverse consequences. Whirlpool upholds a "Zero

Retaliation Policy”, prohibiting retaliation against any employee or individual who reports in good faith. This policy is clearly outlined in the Company’s Integrity Manual (Code of Conduct). Whirlpool promotes a culture of respect, encourages open communication and ensures that employees can voice concerns without fear of negative repercussions.

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

Whirlpool upholds the human rights of everyone we engage with and expects our business partners to do the same. The Company has a “Supplier Code of Conduct” for suppliers and service providers, which requires compliance with applicable laws relating to, among other things, human rights, environmental conservation, and quality of products and services. The Supplier Code of Conduct is part of the agreed terms with suppliers and service providers as a condition of doing business with the Company.

### 10. Assessments for the year:

During the year, our factories and offices review and certify statutory compliances relating to these areas at a prescribed frequency.

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Child Labour	Our various locations including factories are periodically assessed by internal auditors to ensure compliance with statutory regulatory requirements.
Forced Labour/Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

No significant concerns or risks in the aforementioned areas were identified. Based on these periodic assessments, we routinely address any identified risks through comprehensive action plans. Additionally, as part of preventive measures, regular awareness and training sessions are conducted for the employees.

#### Leadership Indicators:

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

Whirlpool is committed to prevent any human rights violation and ensures the compliance of the Policy through structured mechanisms. No material process modifications or new introductions were necessary as a result of these assessments.

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

At Whirlpool we support human rights in everything we do, and our business practices reflect this commitment. Whirlpool’s commitment to human rights is based on principles of inclusion & diversity, equality, non-discrimination, mutual respect, health and safety etc. so that a healthy workplace is provided to all of our employees and visitors. The above facets of human rights are periodically reviewed by the internal auditors, compliance teams, global subject matter experts etc. These findings are further dovetailed into relevant Company processes for taking appropriate action.

Further, all of our suppliers are required to abide by our Supplier Code of Conduct (SCoC), which reflects our fundamental expectations of doing business with partners who are committed to ethical standards and business practices, including those outlined above. As part of the SCoC Audit, all value chain partners are assessed periodically on a number of parameters including human rights.

### 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?

Aligned with its core values, the Company is committed to creating an inclusive environment by implementing various measures to ensure disabled-accessible infrastructure for both employees and visitors. In compliance with the Rights of Persons with Disabilities Act, 2016, the Company has taken proactive steps to support the needs of individuals with disabilities at some of its offices. These efforts include the installation of ramps, lowered reception desks for wheelchair users, elevator voice annunciators, evacuation chairs, all-gender accessible toilets, fire alarm flashers, and accessible guest rooms. Furthermore, the Company is actively working to upgrade the infrastructure at its remaining premises.

### 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	90%
Discrimination at workplace	90%
Child Labour	90%
Forced Labour/Involuntary Labour	90%
Wages	90%
Others - Please specify	90%

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

No major risks or concerns were found during the assessment of our suppliers. We regularly audit our suppliers as part of our SCoC Audits. If any issues are identified, we collaborate with the supplier to create a corrective action plan with a specific timeline.

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

### Essential Indicators

#### 1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>From renewable sources (in gigajoules)</b>		
Total electricity consumption (A)	31,487	31,512
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	31,487	31,512
<b>From non-renewable sources (in gigajoules)</b>		
Total electricity consumption (D)	95,476	94,265
Total fuel consumption (E)	39,958	32,722
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	135,434	126,987
<b>Total energy consumed (A+B+C+D+E+F)</b>	166,921	158,499

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Energy intensity per rupee of turnover</b> (Total energy consumed/ Revenue from operations)	0.0000022	0.0000025
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed (GJ) / Revenue from operations adjusted for PPP)	0.000046	0.000057
<b>Energy intensity in terms of physical output</b> (GJ per product)	0.032	0.033

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

The Company monitors these parameters as part of its operational efficiency projects, however, no external assessment has been conducted.

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.**

Not applicable, as we are not classified as an energy-intensive industry under the Performance, Achieve, and Trade (PAT) scheme of the Government of India.

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	56,762	72,959
(iii) Third party water	123,169	124,579
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	179,931	197,538
<b>Total volume of water consumption (in kilolitres)</b>	173,264	189,572
<b>Water intensity per rupee of turnover</b> (Total water consumption (KL)/ Revenue from operations)	0.0000023	0.0000030
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption (KL) / Revenue from operations adjusted for PPP)	0.000048	0.000068
<b>Water intensity in terms of physical output</b> (KL per product)	0.04	0.04

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

The Company monitors these parameters as part of its operational efficiency projects, however, no external assessment has been conducted.

**4. Provide the following details related to water discharged:**

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Water discharge* by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment - please specify level of treatment	6,667**	7,966**
(v) Others	-	-
- No treatment	-	-
- With treatment - please specify level of treatment (Secondary treatment)	-	-
<b>Total water discharged (in kilolitres)</b>	<b>6,667</b>	<b>7,966</b>

\*Water discharge has been reported for owned manufacturing locations.

\*\*Wastewater is treated in the Company's own effluent treatment plants through secondary treatment and then discharged in accordance with the consent requirements of the Pollution Control Board.

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

The Company monitors these parameters as part of its operational efficiency projects, however, no external assessment has been conducted.

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

Our factories have their own wastewater treatment facilities on site. The factories in Puducherry and Pune consume all treated wastewater within their premises for horticulture. The Faridabad unit is the only site that discharges treated wastewater into municipal sewage lines. This water is however treated and adheres to all discharge standards and the consent conditions provided by the relevant authorities.

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	mg/m3	12.74	11.9
Sox	mg/m3	5.0	5.0
Particulate matter (PM)	mg/m3	9.29	7.18
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others - please specify	NA	NA	NA

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

The Company monitors these parameters as part of its operational efficiency projects, however, no external assessment has been conducted.

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)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into Co2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	<i>Metric tonnes of Co2 equivalent</i>	2,215	1,758
<b>Total Scope 2 emissions</b> (Break-up of the GHG into Co2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	<i>Metric tonnes of Co2 equivalent</i>	19,496	18,755
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	<i>Metric tonnes of Co2 equivalent/ Revenue from Operations</i>	0.0000003	0.0000003
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations adjusted for PPP)	<i>Metric tonnes of Co2 equivalent/ Revenue adjusted for PPP</i>	0.000006	0.0000069
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	<i>Metric tonnes of Co2 equivalent per Product</i>	0.004	0.004

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

The Company monitors these parameters as part of its operational efficiency projects, however, no external assessment has been conducted.

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

Yes, as part of our EHS Policy & commitment, we actively work to reduce our environmental impact-particularly emissions-across our operations. We have established ambitious environmental goals and applied our culture of excellence to drive meaningful progress toward our Scope 1 and Scope 2 emissions reduction targets.

To date, we have implemented several projects across our manufacturing sites aimed at reducing greenhouse gas (GHG) emissions. Key initiatives include use of Bio Diesel for diesel generator (DG) sets, replacing old nitrogen generation equipment with energy efficient one, replacement of above ground feeder to underground to prevent frequent breakdowns, installation of Variable Frequency Drives (VFD), centralized cooling system and installation of additional solar of 0.6 MW. These efforts have resulted in a measurable decrease in energy consumption and emissions.

Through structured programs, we continually assess our operations to identify additional opportunities for further energy and emissions reduction, reinforcing our commitment to environmental stewardship and sustainable manufacturing practices.

**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)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste <b>(A)</b>	8,801	7,967
E-waste <b>(B)</b>	305	276
Bio-medical waste <b>(C)</b>	0.04	0.05
Construction and demolition waste <b>(D)</b>	-	-
Battery waste <b>(E)</b>	3.48	3.00
Radioactive waste <b>(F)</b>	-	-
Other Hazardous waste. Please specify, if any. <b>(G)</b>	104	131
Other Non-hazardous waste generated <b>(H)</b> . <i>Please specify, if any.</i> (Break-up by composition i.e. by materials relevant to the sector)	5,557	5,352
<b>Total (A+B + C + D + E + F + G + H)</b>	14,771	13,729
<b>Waste intensity per rupee of turnover</b> (Total waste generated (MT) / Revenue from operations)	0.0000002	0.0000002
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated (MT) / Revenue from operations adjusted for PPP)	0.0000041	0.0000046
<b>Waste intensity in terms of physical output</b> (MT per Product)	0.003	0.003
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled*	7,495	7,277
(ii) Re-used	7,183	6,370
(iii) Other recovery operations	-	-
<b>Total</b>	<b>14,678</b>	<b>13,647</b>

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	48	41
(ii) Landfilling	-	-
(iii) Other disposal operations ( <i>Waste to energy</i> )	45	40
<b>Total</b>	<b>93</b>	<b>81</b>

\* All recyclable waste has been recycled through authorized recyclers.

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

The Company monitors these parameters as part of its operational efficiency projects, however, no external assessment has been conducted.

**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.**

Whirlpool is committed to minimizing waste generation across its operations. We have established waste segregation at source as a standard practice, supported by a robust waste management system that ensures the separation of hazardous and non-hazardous waste.

We continuously strive to enhance our waste management practices by exploring opportunities for improvement. To reinforce awareness and ensure effective segregation, regular training sessions are conducted for employees at our manufacturing sites. Additionally, periodic inspections and audits are carried out on the shop floor, accompanied by constructive feedback to drive compliance and improvement.

All waste is disposed of strictly through authorized dealers and recyclers in accordance with applicable regulations. Whirlpool also remains focused on adopting the most efficient technologies in our manufacturing processes and continuously seeks opportunities for upgrades to enhance environmental performance. All new chemicals introduced at site are subjected to review of safety & environmental hazards & disposal as per local regulation.

**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.
Not Applicable			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes/No)	Relevant Web link
Not Applicable					

**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
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Our Manufacturing Plants are complied with all applicable environmental laws / regulations / guidelines.

**Leadership Indicators:**

**1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): For each facility / plant located in areas of water stress, provide the following information:**

(i) **Name of the area :** Faridabad

(ii) **Nature of operations :** Manufacturing of Refrigerators

(iii) **Water withdrawal, consumption and discharge in the following format:**

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	73,709	75,951
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)</b>	73,709	75,951
<b>Total volume of water consumption (in kilolitres)</b>	67,042	75,951
<b>Water intensity per rupee of turnover (Water consumed / turnover) (KL per INR Million)</b>	0.90	1.20
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	6,667*	7,966*
(v) Others	-	-
- No treatment	-	-

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	6,667	7,966

\* Wastewater is treated in the Company's own effluent treatment plants through secondary treatment and then discharged in accordance with the consent requirements of the Pollution Control Board.

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

The Company monitors these parameters as part of its operational efficiency projects, however, no external assessment has been conducted.

**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)
<b>Total Scope 3 emissions</b> (Break-up of the GHG into Co2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of Co2 equivalent	8,884,423	7,371,746
<b>Total Scope 3 emissions per rupee of turnover</b>	Metric tonnes of Co2 equivalent per INR Million	140.30	116.41

**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 external assessment has been conducted.

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

None of the Company's manufacturing sites are located in ecological sensitive areas.

**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:**

Sr. No.	Initiative undertaken	Details of the initiative ( <i>Web-link, if any, may be provided along-with summary</i> )	Outcome of the initiative
1	Reuse of Treated water in Toilet application	Faridabad site has installed a dual piping system in some of its toilets to use onsite treated water, this helped to reduce consumption of fresh water.	6,070 KL of fresh water saved.
2	Reduction of Hazardous Waste - Chemical Contaminated empty barrels & Mix industrial waste	The Pune site has installed additional bulk tanks to unload bulk tankers of Foam Chemical (isocyanate). This has eliminated the risk of smaller drums handling and disposal. Faridabad site initiated effective waste segregation, which helps to reduce hazardous waste.	Hazardous waste Generation-eliminated empty chemical drums generation by 100%. Effective waste segregation helped to reduce mix industrial waste by 29%.

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

Yes, we have established comprehensive plans for business continuity, disaster management, and the management of on-site emergencies. These plans include detailed risk assessments, clearly defined business continuity procedures, and structured emergency response protocols.

They identify critical business functions, define backup strategies, and allocate the necessary resources to ensure operational resilience. The framework also incorporates regular employee training, stakeholder communication strategies, and robust IT security measures to safeguard critical data and systems.

Additionally, the plan details recovery and restoration processes to ensure a prompt and efficient return to normal operations following any disruption. To remain effective, these plans are subject to ongoing drills, review and continuous improvement, allowing us to adapt to emerging risks and strengthen overall organizational preparedness.

**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.**

We have no direct environmental impacts stemming from our value-chain partners. To uphold human rights and responsible material sourcing, we enforce rigorous standards throughout our procurement process. Our Supplier Code of Conduct (SCoC) ensures that every supplier shares our commitment to quality, sustainability, and ethical practices.

Through a proactive audit program, we verify that suppliers adhere to our requirements. We apply targeted screening and risk-based assessments to determine audit frequency and focus areas. In addition to SCoC audits, we conduct comprehensive third-party due-diligence screenings and maintain conflict-minerals tracking. These measures reinforce supplier alignment with our high standards and enable us to deliver products responsibly and sustainably.

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

As on March 31, 2025, 90% of the suppliers (by value) had undergone the risk assessment and were found to be compliant.

**8. How many Green Credits have been generated or procured:**

**a. By the listed entity:** NIL

**b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners:** Not available

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

Whirlpool believes that active participation and engagement in the public policy arena is important to our Company's success. Through our relevant teams, we aim to drive thoughtful and sustainable policy outcomes on a variety of issues important to our Company, including energy, environment, technology, product safety, taxes, etc.

**Essential Indicators**

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

Whirlpool is affiliated to 8 trade and industry 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.**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	CEAMA - Consumer Electronics Appliance Manufacturer Association	National
2.	FICCI - Federation of Indian Chambers of Commerce and Industries	
3.	RAMA - Refrigeration And Air Conditioning Manufacturers Association	
4.	CII - Confederation of Indian Industry	
5.	BEE - Bureau of Energy Efficiency	
6.	BIS - Bureau of Indian Standards	
7.	Confederation of Indian Industry - Puducherry	State
8.	Faridabad Industries Association	

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

Name of authority	Brief of the case	Corrective action taken
NIL		

### Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others - please specify)	Web Link, if available
1.	The Company through its authorized representative participates in dialogues and responds to the public consultations as and when relevant. The Integrity Manual and the principles laid therein govern the said acts of the entity. Only authorized individuals are permitted to engage with these institutions.	We are represented in key industry and business associations, where we engage in policy advocacy transparently and responsibly.	No	At appropriate intervals	NA

### PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

We understand that the work we do is inextricably linked to the communities where we operate, the environmental resources we rely on and the individuals who work in our offices and factories. Our approach to caring for our communities reflects this holistic understanding of well-being and the interconnectedness of our work.

### Essential Indicators

- 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
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Not Applicable

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
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Not Applicable

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

We engage with the local communities to understand their concerns and grievances and through our CSR programs and projects we also address these concerns of the community. For better resource management, conservation, and sustainable growth in local communities around our sites we maintain a continuous dialogue with them, develop our initiatives and monitor the implementation. Further, all stakeholders can also reach out to us through the Integrity Line for the redressal of their grievances. We have also developed various mechanisms to redress the complaints of the consumers in a prompt and timely manner.

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	8%	7%
Directly from within India	75%	73%

**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 Financial Year)
Rural	NIL	NIL
Semi-urban	9.62%	9.84%
Urban	6.39%	5.28%
Metropolitan	83.99%	84.88%

**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
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Not Applicable

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

S. No.	State	Aspirational District	Amount spent (In 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)

While we do not have a preferential procurement policy, our Supplier Diversity Program, in alignment with Whirlpool Group's efforts to build an inclusive culture, is fueled by our desire to work with the best and brightest from a variety of backgrounds. We believe that having a wide array of suppliers results in greater ideas, higher-quality products and better representation for our ever-growing and diverse consumer base. As a result, we encourage inclusive procurement practices that widen the pool of potential suppliers, promote competition and improve results. Our sourcing processes have been enhanced to include mechanisms to encourage inclusion of diverse-owned suppliers in business opportunities.

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

Not Applicable

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

Not Applicable

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:

Not Applicable

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

Not Applicable

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Water project	More than 11,000	100%

## 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.

For our Consumers we deliver value not only through innovative, high quality products but also through differentiated service experiences that improve life at home. Consumers have always been our key focus and we continue to keep a real time pulse on changing consumer preferences and rapidly innovate to redesign our consumer experience journeys that deliver a differentiated consumer experience. We have a well-established consumer care and response management system to support our consumers with queries, feedback or concerns. A consumer can reach us through telephone and/ or digital medium (Emails, Whatsapp, social media handles, chat etc.), and it's our endeavour to provide relevant resolutions at the earliest. Upon receipt of a service request a trained service technician is deployed to address the service request. We seek feedback from our consumers through a web-link which is sent to the consumer via SMS immediately after closure of the request. We track these feedback and consistently strive to improve the Net Promoter Score (NPS).

**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	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

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

	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other*	369	673	-	258	453	-

\*Total ongoing consumer court cases. The consumer court cases pending at the end of the FY includes cases pending from previous years.

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

	Number	Reasons for recall
Voluntary recalls	NIL	NA
Forced recalls	NIL	NA

**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.**

The Company has established and implemented a comprehensive Information Security Management Systems comprising well structured Information Security and Privacy policies and procedures aligned with industry best practices and recognised standards. Demonstrating its strong commitment to earning and maintaining trust of its customers and stakeholders, the Company continues to invest in managing cybersecurity and privacy risks, protecting its information assets, and maintaining the integrity of its enterprise environment. The Company has adopted proactive measures to establish and strengthen its security posture including a state of art cyber security countermeasures, robust cybersecurity awareness and outreach program that features training, simulated phishing exercises, awareness campaigns, and regular publications. Standardised and well tested processes are in place for effective security monitoring and incident response management.

With a strong emphasis on privacy, the Company maintains transparency around data collection and usage, and employs rigorous safeguards to ensure data protection. Through a combination of corporate policies, detailed procedures, ongoing training, and comprehensive risk management controls, the Company ensures that all personal and sensitive information is processed in accordance with applicable laws and accepted privacy practices.

**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:**

We adhere to globally recognized standards for cybersecurity and data privacy. In response to the continuously evolving threat landscape, we regularly assess and monitor our IT security infrastructure as part of our comprehensive cybersecurity strategy. This includes the ongoing integration of advanced tools, updated practices, enhanced policies, and other proactive measures to strengthen our security posture. To date, no regulatory authority has imposed any penalties or taken enforcement actions related to cybersecurity and privacy.

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

**a. Number of instances of data breaches**

There were no instances of reportable data breaches in the current financial year.

**b. Percentage of data breaches involving personally identifiable information of customers**

There were no instances of reportable data breaches involving personally identifiable information of customers.

**c. Impact, if any, of the data breaches**

Not Applicable

**Leadership Indicators**

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

The information on products and services of the entity can be accessed at the Company's website at [www.whirlpoolindia.com](http://www.whirlpoolindia.com).

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

Each of our products come with detailed user manuals and guides that provide comprehensive instructions on safe and responsible usage, maintenance, and troubleshooting. Also for the relevant category of products, we offer professional installation services where trained technicians not only set up the product but also educate the consumer on proper usage and safety measures. Our website features a dedicated section on our products and safe usage. Our dedicated consumer support team is available to provide guidance and answer any questions related to the safe and responsible use of our products and services. The safety of our consumers is of utmost importance to us. We undertake numerous initiatives to train our authorized channel partners on the safe usage of our products, thereby ensuring that this critical information is effectively communicated to the end users.

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

Our Products are not part of essential services however we inform the customer during the call about disruption of services if any.

**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, as part of our commitment to consumer satisfaction, we prioritize providing comprehensive product information and clear labeling. Each product comes with a manual and, where applicable, installation services are offered to guide consumers on proper usage and safety guidelines. Product information is displayed in compliance with relevant statutes, and additional details such as dimensions, wattage, and safe disposal instructions are also provided. We have a structured feedback program, the details of which can be referred to in the Directors' report, to gather consumer input. Additionally, our digital marketing team continuously monitors online channels for consumer feedback.