



An ISO 9001, ISO 14001, ISO 45001 & ISO 50001 Certified Company

**Gujarat Narmada Valley  
Fertilizers & Chemicals Limited**  
CIN : L24110GJ1976PLC002903

P.O Narmadanagar - 392015, Dist. Bharuch, Gujarat, India  
Ph. (02642) 247001, 247002 Website: www.gnfc.in

No. SEC/BD/SE/AGM  
August 13, 2025

Dy. General Manager  
BSE Limited  
Corporate Relationship Dept.,  
1<sup>st</sup> Floor, New Trading Ring,  
Rotunda Bldg., PJ Tower,  
Dalal Street, Fort,  
Mumbai - 400 001  
Scrip Code: "500670"

Dy. General Manager  
Listing Department  
National Stock Exchange of India Limited  
Exchange Plaza,  
C-1, Block - "G",  
Bandra Kurla Complex, Bandra (E),  
Mumbai - 400 051  
Symbol: "GNFC"

Dear Sir / Madam,

**Sub.-: Business Responsibility & Sustainability Report for Financial Year  
2024-25**

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Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we enclose herewith the Business Responsibility & Sustainability Report for the FY 2024-25 which forms part of Company's Annual Report for the FY 2024-25.

Business Responsibility & Sustainability Report for FY 2024-25 is also available on the website of the Company at <https://www.gnfc.in/statistics-annual-report/#1754479017780-ca9eba19-64c5>

You are requested to take note of the above.

Thanking you.

Yours faithfully,

For Gujarat Narmada Valley Fertilizers & Chemicals Limited

Rajesh Pillai  
Company Secretary & Compliance Officer

Encl.: As above

**ANNEXURE – B**

**BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORTING**

**SECTION A : GENERAL DISCLOSURES**

**I. Details of the listed entity**

Sr. No.	Required Information	
1.	Corporate Identity Number (CIN) of the Listed Entity	L24110GJ1976PLC002903
2.	Name of the Listed Entity	Gujarat Narmada Valley Fertilizers & Chemicals Limited
3.	Year of incorporation	1976
4.	Registered office address	P.O.: Narmadanagar - 392015, District: Bharuch, Gujarat
5.	Corporate address	P.O.: Narmadanagar - 392015, District: Bharuch, Gujarat
6.	E-mail	investor@gnfc.in
7.	Telephone	(02642) 247001, 247002
8.	Website	http://www.gnfc.in/
9.	Financial year for which reporting is being done	April 1, 2024 - March 31, 2025
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
11.	Paid-up Capital	Equity Share Capital of 146.94 Crore.
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Rajesh Pillai Company Secretary 02642-203405 sustainability@gnfc.in
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).	Disclosures under this report are made on Standalone Basis
14.	Name of Assurance Provider	Not Applicable as per SEBI's criteria
15.	Type of Assurance obtained	Not Applicable

**II. Products / Services**

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Chemical segments	GNFC has established a core setup for chemicals and Petrochemicals Plants such as Methanol, Formic Acid, Acetic Acid, Toluene Di- Isocyanate (TDI), Technical Grade Urea (TGU), Weak Nitric Acid, Concentrated Nitric Acid, Ethyl Acetate, Aniline and Ammonium Nitrate. GNFC is the only producer of Acetic Acid and Formic Acid in India and has the largest single-stream Aniline plant in India. It is the only manufacturer of Toluene Di-Isocyanate (TDI) in Southeast Asia and the Indian Sub-Continent.	62%

2	Fertilizers segment	This segment began with the establishment of one of the largest single-stream Ammonia Urea Plants. It includes the manufacturing of Urea and Ammonium Nitro phosphate, which was being marketed under the brand 'Narmada' till Dec 2022. Thereafter these are being marketed under brand 'Bharat' as mandated by GoI under "One Nation One Fertilizer" (ONOF) Initiative-under Pradhanmantri Bhartiya Janurvarak Pariyojna (PMBJP) subsidy scheme.	37%
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#### 17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. No.	Product / Service	NIC Code	% of total Turnover contributed
1	Ammonium Nitro Phosphate	24121	98%
2	Neem Coated Urea	24123	
3	Acetic Acid	24115	
4	AN Melt	20123	
5	Aniline	24121	
6	Concentrated Nitric Acid	24121	
7	Weak Nitric Acid	24121	
8	Ethyl Acetate	24115	
9	Formic Acid	24116	
10	Methanol	24116	
11	Toluene Di-Isocyanate (TDI)	24121	
12	Technical Grade Urea (TGU)	20121	

### 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
<b>National</b>	2	5	7
<b>International</b>	-	-	-

#### 19. Market Served by the entity:

a.	Number of locations	
	<b>Locations</b>	<b>Number</b>
	National (No. of States)	27
	International (No. of Countries)	86
b.	What is the contribution of exports as a percentage of the total turnover of the entity?	0.46%

c.	A brief on type of customers	<p>The Company operates through two key business segments: the Fertilizer Segment and the Industrial Products Segment. The Fertilizer Segment caters to a diverse customer base, including federations, agro-industries, cooperatives, private dealers, and individual farmers, thereby contributing to the agricultural value chain and supporting rural livelihoods.</p> <p>The Industrial Products Segment follows a business-to-business (B2B) model, serving a wide spectrum of customers such as micro, small and medium enterprises (MSMEs), large industrial entities, government agencies, public sector undertakings (PSUs), and small-scale manufacturing units. This segment supports industrial growth through the supply of essential inputs and raw materials.</p>
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#### IV. Employees

##### 20. Details as at the end of Financial Year: a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1	Permanent (D)	2004	1943	97%	61	3%
2	Other than Permanent (E)	391	358	92%	33	8%
3	Total employees (D+E)	2395	2301	96%	94	4%
<b>WORKERS</b>						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	2499	2372	95%	127	5%
6	Total workers (F+G)	2499	2372	95%	127	5%

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

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1	Permanent (D)	8	7	88%	1	13%
2	Other than Permanent (E)	1	1	100%	0	0%
3	Total differently abled employees (D+E)	9	8	89%	1	11%
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	Total differently abled workers (F+G)	0	0	0	0	0

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

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	1	11%
Key Management Personnel	1*	0	0%

\* KMPs - Other than MD. The Company Secretary resigned from the Company on 26<sup>th</sup> March 2025.

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

	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
Permanent Employees	0.77%	0.00%	0.77%	1.00%	0.04%	1.04%	0.56%	0%	0.56%
Permanent Workers	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

**V. Holding, Subsidiary and Associate Companies (including joint ventures)****23. (a) Name of holding / subsidiary / associate companies / joint ventures:**

Sr. 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	Gujarat Green Revolution Company Limited	Associate Company	46.87%	No

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

(ii) Turnover (in ₹)	₹ 7,892 Crores
(iii) Net worth (in ₹)	₹ 8,452 Crores

**VII. Transparency and Disclosure 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. A mechanism is in place to interact with community leaders to understand and address their concerns, if any.	Nil	Nil	Nil	Nil	Nil	Nil

Investors (other than-shareholders)	Yes. A mechanism is in place to identify, understand, and address any concerns that may arise.	Nil	Nil	Nil	Nil	Nil	Nil
Shareholders	Yes. Shareholders can register their grievances on SCORES Portal at <a href="https://scores.sebi.gov.in/">https://scores.sebi.gov.in/</a> and on ODR Portal at <a href="https://smartodr.in/">https://smartodr.in/</a>	91	NIL	NIL	74	0	-
Employees and workers	Yes. <a href="https://www.gnfc.in/code-of-conducts-policies/">https://www.gnfc.in/code-of-conducts-policies/</a>	Nil	Nil	Nil	Nil	Nil	Nil
Customers	Yes. A mechanism is in place to identify, understand, and address any concerns that may arise.	Nil	Nil	Nil	Nil	Nil	Nil
Value Chain Partners	Yes.	Nil	Nil	Nil	Nil	Nil	Nil
Other (Coming from Ex-employees, anonymous sources)	Yes. A mechanism is in place to identify, understand, and address any concerns that may arise.	Nil	Nil	Nil	Nil	Nil	Nil

Note: The number of complaints reported under shareholders primarily consists of queries or information requests, rather than actual grievances.

**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**

Sr. 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	Reducing Carbon footprint by using renewable energy	Opportunity	GNFC is actively increasing the share of renewable energy and reducing reliance on fossil fuels, significantly contributing to carbon footprint reduction. This transition not only lowers operational costs but also enhances the Company's reputation for sustainable practices.	-	Positive. Transitioning to renewable energy reduces long-term energy costs and enhances investor confidence.

2	Climate Change	Risk	The Company faces potential environmental risks from climate change, such as water scarcity and extreme weather events, which could impact business continuity and long-term operational stability.	GNFC is progressively enhancing the use of renewable energy across its operations. Approximately 42% of the plant premises is covered by a developed green belt, including a dedicated Oxygen Park. The Company has two Designated Consumers (DCs) under the PAT Scheme, where various energy conservation initiatives are implemented. Strategic measures are in place to mitigate any potential disruptions to business operations.	Negative. Climate change impacts may lead to operational disruptions and increased costs for mitigation infrastructure.
3	Water Consumption	Risk	As a manufacturer of fertilizers and chemicals, GNFC's operations are water-intensive and reliant on freshwater resources. The Company may face challenges such as water scarcity due to extreme weather events and over-dependence on local water sources, which could impact operational continuity.	GNFC has installed 55 groundwater recharge wells within its green belt to replenish groundwater during the monsoon season. Additionally, a concrete reservoir has been constructed for water storage. The Company has also set a target to reduce water consumption in the coming year.	Negative. Increased water scarcity could raise operational costs due to dependency on alternative water sources.
4	Waste management	Risk	Waste generation presents regulatory compliance risks and contributes to higher operating costs. As a chemical and fertilizer manufacturer, GNFC's operations produce hazardous waste that poses potential environmental risks.	GNFC ensures proper management of hazardous waste generated from its operations by collecting and storing it at designated hazardous waste storage areas. Waste management is carried out in compliance with the Consolidated Consent & Authorization (CC&A) issued by the Gujarat Pollution Control Board (GPCB) and in accordance with the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016, as amended.	Negative. Non-compliance or inefficiencies in waste management can lead to regulatory fines and increased disposal costs.

5	Occupational Health & Safety	Risk	The Company's operations involve inherent health and safety risks, potentially exposing employees and workers to various occupational hazards.	GNFC has implemented a robust and effective Occupational Health and Safety Management System to prevent workplace accidents. The Company continuously enhances this system to minimize or eliminate operational risks. For further details, please refer to Principle 3.	Negative. Workplace accidents or safety breaches can lead to compensation liabilities and insurance premium hikes.
6	Protection of employment & labour rights	Risk	The Company may be exposed to reputational risks in the event of reportable instances of unethical labour practices, which could also result in fines and penalties from regulatory authorities.	GNFC has developed comprehensive policies and procedures to support the well-being of its employees and workers. The Company has implemented an efficient grievance mechanism, providing a fair platform for addressing employee and worker concerns and ensuring timely resolution. Additionally, GNFC has introduced an online Suggestion Scheme, enabling employees to identify areas for improvement within the organization. The industrial relations cell also serves as a dedicated forum for workers to raise grievances through the Union. GNFC fully complies with all applicable statutory requirements related to employment and labor rights.	Negative. Violations of labour rights can result in legal penalties and reputational loss affecting stakeholder trust.
7	Human rights	Risk	Instances of human rights violations can lead to fines and penalties, potentially causing significant reputational damage to the Company.	GNFC has established and implemented robust mechanisms to prevent human rights violations. The Company has developed corporate-level policies, including the Whistle-blower Policy, POSH Policy, and Business Responsibility Policy, which provide guidance for enforcing stringent vigilance mechanisms to protect human rights.	Negative. Human rights violations may incur regulatory penalties and damage the Company's brand image.

8	Compliance management	Risk	Non-compliance with statutory requirements can result in fines and penalties and may also lead to reputational risk.	GNFC has system in place to address regulatory compliances.	Negative. Failure to comply with statutory regulations could result in fines, legal expenses, and reputational damage.
9	Business ethics	Risk	Unethical business practices can pose a significant reputational risk to the company.	GNFC has developed and implemented the Whistle Blower Policy, POSH Policy, and Code of Conduct to ensure adherence to business ethics.	Negative. Unethical practices may lead to loss of business partnerships, fines, and loss of stakeholder confidence.
10	Talent attraction, Training and development	Opportunity	To remain competitive in the market and ensure sustained growth and productivity, GNFC must attract top talent, continuously develop the skills of its employees and workers, and foster a high level of employee engagement.	-	Positive. Investing in talent development enhances workforce productivity and reduces employee turnover costs.
11	Customer Retention	Opportunity	Effective customer retention helps GNFC reduce the costs associated with acquiring new customers, while simultaneously strengthening its relationship capital and fostering positive word-of-mouth publicity.	-	Positive. High customer retention improves revenue stability and reduces the cost of customer acquisition.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<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
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web Link of the Policies, if available	All Policies can be accessed at : <a href="https://www.gnfc.in/code-of-conducts-policies/">https://www.gnfc.in/code-of-conducts-policies/</a>								
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.	GNFC is certified with ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and ISO 50001:2018								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any	Kindly refer to the note 1								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Kindly refer to the note 1								

<b>Governance, leadership and oversight</b>	
7.	<p>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)</p> <p>As a responsible corporate citizen, GNFC has embedded Environmental, Social, and Governance (ESG) principles into the core of its business strategy. We acknowledge both global and local environmental challenges and are firmly committed to fostering sustainable growth while preserving ecological integrity.</p> <p>Demonstrating our commitment to climate resilience and biodiversity, GNFC has implemented several greening initiatives at its Bharuch facility. A key highlight includes the plantation of over 1.02 lakh trees across 2.2 hectares using the Miyawaki afforestation technique, incorporating 92 diverse plant species. This dense plantation model enhances carbon sequestration and promotes local biodiversity. Additionally, we have established "Namo Vad Van," featuring 110 mature banyan trees, and "Oxygen Park," a 12-hectare green zone housing approximately 24,000 trees across 36 species—both serving as vital ecological assets to improve air quality and promote environmental balance.</p> <p>Recognizing the importance of water conservation, we have a total of 55 recharge wells to harvest rainwater and support groundwater replenishment, reinforcing our broader resource sustainability objectives.</p> <p>While we take pride in the progress made, we are mindful of the ongoing challenge of harmonizing industrial development with environmental stewardship. To address this, we continue to invest in cleaner technologies, pursue innovation, and strengthen our ESG governance framework.</p>

		GNFC's ESG strategy is aligned with global best practices, emphasizing transparency, inclusivity, and sustainable value creation. This Business Responsibility and Sustainability Report reflects our belief that true progress lies in integrating environmental care, social commitment, and ethical governance into every aspect of business to secure a resilient and responsible future.
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Managing Director under the strategic guidance of the Board of Directors and its Committees, ensures effective execution of the Company's policies, business plans, and sustainability initiatives in alignment with corporate governance standards.
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.	The Company has constituted a "Risk Management Committee" of Directors to provide strategic oversight and guidance. This Committee plays a pivotal role in ensuring that considerations related to health, safety, and sustainability are effectively integrated into the Company's key business strategies and decision-making processes. Through proactive risk identification and management, the Committee supports the Company's long-term resilience and responsible growth.

Members of Risk Management Committee	Designation	DIN
Prof. Ranjan Kumar Ghosh	Chairman of the Committee, Independent Director	08551618
Smt. Gauri Kumar, IAS (Retd.)	Independent Director	01585999
Shri Bhadresh Mehta	Independent Director	02625115
Dr. N. Ravichandran	Independent Director	02065298
Dr. T. Natarajan, IAS	Managing Director	00396367
Shri D. V. Parikh	ED & CFO	07653680

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

Subject of 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	GNFC's Business Responsibility Policies are reviewed periodically or as needed by the Senior Management Team. These reviews assess the effectiveness of the policies, and any required updates or enhancements to the policies and procedures are implemented accordingly.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	GNFC is in compliance with the existing Regulations. Statutory Compliance Certificate on applicable laws is provided by the Company Secretary to the Board of Directors.																	

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency	P1	P2	P3	P4	P5	P6	P7	P8	P9
	GNFC undertakes periodic internal reviews of its Charters and Policies through the Senior Management Team and relevant Board Committees. These reviews guide the formulation and implementation of policies, projects, and performance objectives related to Business Responsibility and Sustainability.								

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

Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
a.	The entity does not consider the Principles material to its business (Yes/No)	<p style="text-align: center;">Not Applicable.</p> <p>GNFC has formulated Policies in accordance with nine NGRBC Principles. Kindly refer to the explanation of Question 1, Section B of this report.</p>								
b.	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
c.	The entity does not have the financial or/ human and technical resources available for the task (Yes/No)									
d.	It is planned to be done in the next financial year (Yes/No)									
e.	Any other reason (please specify)									

**Note 1 :** Gujarat Narmada Valley Fertilizers & Chemicals Limited (GNFC) has set the following commitments aligned with the ESG (Environmental, Social, and Governance) principles for the upcoming financial year:

Principles	Commitments/Goals
<b>Principle 1</b>	<ul style="list-style-type: none"> <li>Enhance awareness on quality, environment, safety, health, and energy-related issues through regular in-house and external training programs.</li> </ul>
<b>Principle 2</b>	<ul style="list-style-type: none"> <li>Foster mutually beneficial supplier relationships by developing new vendors.</li> </ul>
<b>Principle 3</b>	<ul style="list-style-type: none"> <li>Strengthen awareness on quality, environment, safety, health and energy aspects via comprehensive training initiatives.</li> <li>Improve safety and health performance by reducing the number of accidents within Company premises.</li> <li>Minimize fire incidents through enhanced safety protocols.</li> <li>Reduce incidents of chemical leakage and toxic gas release to safeguard workplace health and safety.</li> </ul>
<b>Principle 4</b>	<ul style="list-style-type: none"> <li>Engage with stakeholders periodically to build and reinforce their confidence and trust in the Company's operations.</li> </ul>
<b>Principle 5</b>	<ul style="list-style-type: none"> <li>Uphold and promote human rights by fostering a safe, secure, and healthy work environment for all employees.</li> </ul>
<b>Principle 6</b>	<ul style="list-style-type: none"> <li>Expand green belt development by planting additional trees within GNFC premises.</li> <li>Strive to reduce lube oil consumption compared to the reporting financial year's usage.</li> <li>Work towards lowering total water consumption in the upcoming year vis-à-vis the total water usage of FY 2024-25.</li> <li>Achieve a reduction in specific power consumption in production processes relative to FY 2024-25.</li> <li>Decrease total lighting energy consumption as compared to FY 2024-25.</li> </ul>
<b>Principle 7</b>	<ul style="list-style-type: none"> <li>Ensure responsible and transparent participation in public and regulatory policy initiatives.</li> </ul>
<b>Principle 8</b>	<ul style="list-style-type: none"> <li>Increase local procurement to drive sustainable development and empower local communities.</li> </ul>
<b>Principle 9</b>	<ul style="list-style-type: none"> <li>Strive to achieve zero customer complaints related to product quality and packaging across all product lines.</li> </ul>

**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.**

**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	1	During the year, the Board of Directors of the Company has invested time on various matters relating to an array of issues pertaining to the business, regulations, economy and environmental, social, governance parameters.	100
Key Managerial Personnel	1	Training on Prevention of Sexual Harassment (POSH), Code of Conduct for the Executives in Senior Management, Code of Conduct for prevention of insider trading in securities of the Company, Code of Practices and Procedures for Fair Disclosures of Unpublished Price Sensitive Information.	100
Employees	106	Environment, Safety, Energy Saving, Occupational Health, Management Development, POSH, Motivational, Skill development related Programs.	89.75
Workers	98	Safety training for contract workers carried out across plant locations covers all relevant workplace safety and general safety topics.	56

**2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):**

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

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable. GNFC has not received any form of fine/ penalties/ punishment/ award/ compounding fees against any of the NGRBC Principles for the reporting period.	

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

Yes, GNFC has established and implemented a comprehensive Business Responsibility Policy that incorporates strong anti-corruption and anti-bribery principles. This policy is applicable across all business operations and is grounded in the core values of ethics, transparency, and accountability. GNFC is committed to adhering to all relevant laws, regulations, and ethical standards, and maintains a zero-tolerance stance toward abusive, corrupt, or anti-competitive practices.

To support this commitment, GNFC has also implemented a Whistleblower Policy and Vigil Mechanism, providing stakeholders with a formal channel to report concerns related to unethical conduct, suspected fraud, or violations of the Code of Conduct and company policies.

The Business Responsibility Policy is accessible at:  
<https://www.gnfc.in/wp-content/uploads/2021/04/GNFC-BR-Policy2017.pdf>

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

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

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

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

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

Not Applicable.  
GNFC has not received any form of fine/ penalties / punishment / award/ compounding fees against any of the NGRBC Principles for this reporting period. Hence, no such corrective actions are being 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.

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

	<b>FY 2024-25 (Current Financial Year)</b>	<b>FY 2023-24 (Previous Financial Year)</b>
Number of days of accounts payables	28.16	30.08

**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:**

<b>Parameter</b>	<b>Metrics</b>	<b>FY 2024-25 (Current Financial Year)</b>	<b>FY 2023-24 (Previous Financial Year)</b>
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	26%	25%
	b. Number of trading houses where purchases are made from	608	443
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	90%	92%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales*	67%	54.86%
	b. Number of dealers / distributors to whom sales are made*	505	33
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors*	68%	45%**
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.0726%	0.1494%
	b. Sales (Sales to related parties / Total Sales)	NIL	NIL
	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

\*For FY 2023–24, the number of dealers accounted for included only the Industrial Product Segment. For FY 2024–25, the figure includes both the Industrial Product and Fertilizer Segments.

\*\*The figure has been revised based on a review of the previous year's data.

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

<b>Total number of awareness programmes held</b>	<b>Topics / principles covered under the training</b>	<b>% age of value chain partners covered (by value of business done with such partners) under the awareness programmes</b>
NIL		

**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:**

Yes, every Director of the Company discloses his/her concern or interest in the Company or companies or bodies corporate or firms or other association of individuals and any change therein, annually or upon any change, which also includes the shareholding. Further, a declaration is also taken annually from the Directors under the Code of Conduct confirming that they will always act in the interest of the Company and ensure that any other business or personal association which they may have, does not involve any conflict of interest with the operations of the Company and their role therein. The Senior Management also affirms annually that they have not entered any material, financial and commercial transactions, which may have a potential conflict with the interest of the Company at large. In the Meetings of the Board, the Directors abstain from participating in the items in which they are concerned or interested. For identifying and tracking conflict of interests involving the Directors / KMPs of the Company, a database of the Directors and the entities in which they are interested is shared with the Finance department which flags off the parties in their system for monitoring and tracking transaction(s) entered by the Company with such parties.

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

**Essential Indicators**

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

	<b>FY 2024-25 (Current Financial Year)</b>	<b>FY 2023-24 (Previous Financial Year)</b>	<b>Details of improvement in environmental &amp; social impacts</b>
R&D	100%	100%	Process improvements, purchase of instruments for R&D.
Capex	3.73%	NIL	

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

Yes, GNFC has established and implemented a comprehensive Supplier Code of Conduct. This Code is applicable to all suppliers, vendors, service providers, traders, agents, contractors, and consultants engaged in business with GNFC, including those providing or seeking to provide goods or services. Suppliers are mandated to comply with all applicable legal and regulatory requirements, and are evaluated based on defined environmental and social criteria.

To engage with GNFC, suppliers must register through the Company's 'Vendor Registration Portal'. Both the Supplier Code of Conduct and the registration portal are available on GNFC's official website at the following path:

Website Path: [www.gnfc.in](http://www.gnfc.in) → Quick Links → Supplier Code of Conduct / Vendor Registration

Direct Link: <https://www.gnfc.in/information-technology/vendor-registration/>

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

100%

**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)	GNFC complies with the Extended Producer Responsibility (EPR) guidelines formulated by the Central Pollution Control Board (CPCB) and is duly registered as both a Brand Owner and an Importer under the Plastic Waste Management Rules 2016 as amended. The Company ensures that all rigid and flexible plastic waste generated is responsibly managed and routed to CPCB/SPCB-registered plastic waste recyclers for proper disposal and recycling.
(b)	E-waste	E-waste generated by GNFC is responsibly disposed of through CPCB/SPCB-registered recyclers and dismantlers, in compliance with E-Waste Management Rules-2022 as amended.

(c)	Hazardous waste	<ol style="list-style-type: none"> <li>1. Landfillable hazardous waste is disposed of through GPCB-authorized Common Treatment, Storage, and Disposal Facilities (TSDFs).</li> <li>2. Incinerable hazardous waste is disposed of through GPCB-authorized common incineration facilities or through captive incineration units.</li> <li>3. Recyclable hazardous waste is sent to CPCB/SPCB-approved recyclers for safe and compliant processing.</li> <li>4. Co-processable hazardous waste is supplied to authorized cement industries, where it is utilized as an alternative fuel, supporting waste-to-energy initiatives.</li> </ol>
(d)	Other waste	Other waste generated is being disposed of as per the prevailing environment rules.

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 under the Plastic Waste Management Rules, 2016 (as amended). GNFC complies with its EPR targets by procuring certificates from registered plastic waste processor, in accordance with regulatory requirements.
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**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
NIL					

**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
NIL		

**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)
The input raw materials cannot be recycled or reused.		

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

	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	0	14.50	18.09	0	0	143.90

E-waste	0	27.93	0.00	0	19.47	0.00
Hazardous waste	7791.50	3679.08	8330.72	8832.17	5466.77	9753.60
Other waste	0	770.48	0.30	0.00	3051.41	0.36

**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
The Company's product portfolio includes fertilizers and industrial chemicals, which are not reclaimable. However, GNFC procure EPR credit through CPCB/SPCB registered plastic waste re-processor for the equivalent quantity of plastic packaging under Categories 1 and 2 sent to market by GNFC Which is 4016 MTPA for FY 2024-25.	

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

**Essential Indicators**

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent employees</b>											
Male	1943	1943	100%	1943	100%	-	-	-	-	1943	100%
Female	61	61	100%	61	100%	61	100%	-	-	61	100%
Total	2004	2004	100%	2004	100%	61	100%	-	-	2004	100%
<b>Other than Permanent employees</b>											
Male	358	358	100%	358	100%	-	-	-	-	358	100%
Female	33	33	100%	33	100%	33	100%	-	-	33	100%
Total	391	391	100%	391	100%	33	100%	-	-	391	100%

**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	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0
<b>Other than Permanent Workers</b>											
Male	2372	2372	100%	2372	100%	0	0	0	0	0	0
Female	127	127	100%	127	100%	127	100%	0	0	0	0
Total	2499	2499	100%	2499	100%	127	5%	0	0	0	0

**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 well- being measures as a % of total revenue of the company	0.33%	0.31%

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

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

Note: The data for FY 2022-23 has been restated based on revised procedure adopted by the Company during FY 2023-24.

**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, the office and plant premises are accessible to differently abled employees and workers, in compliance with the provisions of the Rights of Persons with Disabilities Act, 2016.
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**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, GNFC is firmly committed to providing equal opportunities to all employees and maintains a zero-tolerance policy against discrimination based on race, caste, religion, color, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability, or any other legally protected category. Equal opportunity is an integral part of GNFC's Business Responsibility Policy, which is publicly available on the Company's website.

Policy Link: <https://www.gnfc.in/wp-content/uploads/2024/08/1-Business-Responsibility-and-Sustainability-Reporting-Policy.pdf>

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

<b>Gender</b>	<b>Permanent employees</b>		<b>Permanent workers</b>	
	<b>Return to work rate</b>	<b>Retention rate</b>	<b>Return to work rate</b>	<b>Retention rate</b>
Male	-	-	-	-
Female	100%	100%	N.A	N.A
Total	-	-	-	-

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

	<b>Yes/No(If Yes, then give details of the mechanism in brief)</b>
Permanent Workers	<p>Yes, GNFC has implemented a comprehensive grievance redressal mechanism. A designated HR Single Point of Contact (SPOC) serves as the Grievance Redressal Officer, with grievances accepted via email, verbal communication, or written letters directed to HR or the Managing Director. The HR SPOC is responsible for analyzing the grievance and forwarding it to the relevant department for investigation, resolution, and feedback.</p> <p>An Industrial Relations Committee, comprising 15 members from both management and the staff union, is tasked with addressing employee grievances. Additionally, grievances from non-permanent workers are routed through their respective contractors, who escalate the concerns to the HR Department for resolution.</p>
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

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)
Total Permanent Employees	2004	1342	66.97%	2,144	1404	65.49%
Male	1943	1306	67.22%	2,081	1,366	65.64%
Female	61	36	59.02%	63	38	60.32%
Total Permanent Workers	-	-	-	-	-	-
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-

**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 Skills upgradation		Total (D)	On Health and Safety Measures		On Skills upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	2301	159	6.91%	613	27%	2340	278	11.88%	639	27.31%
Female	94	32	34.04%	24	26%	91	9	9.89%	21	23.08%
Total	2395	191	7.97%	637	27%	2431	287	11.81%	660	27.15%
<b>Workers</b>										
Male	2372	1385	58.39%	0	0%	1834	1163	63.41%	0	0%
Female	127	20	16%	0	0%	112	0	0.00%	0	0%
Total	2499	1405	56%	0	0%	1946	1163	59.76%	0	0

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

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	2301	2301	100%	2340	2340	100%
Female	94	94	100%	91	91	100%
Total	2395	2395	100%	2431	2431	100%
<b>Workers</b>						
Male	2372	0	0	1834	0	0
Female	127	0	0	112	0	0
Total	2499	0	0	1946	0	0

Note – There are no permanent workers in GNFC. Other than permanent workers are engaged through independent contractor.

**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, GNFC has implemented a comprehensive Occupational Health and Safety Management System across all its operations, including the Bharuch and TDI-II, Dahej plants. A well-defined Occupational Health and Safety Policy has been established to ensure the effective execution and continuous improvement of health and safety practices across the organization.

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

GNFC has implemented a comprehensive Hazard Identification and Risk Assessment (HIRA) process to systematically identify and assess hazards associated with both routine and non-routine activities. The HIRA register is maintained and reviewed biannually. Job Safety Analysis (JSA) is conducted for all tasks, and HAZOP (Hazard and Operability) studies are undertaken as part of the Management of Change (MoC) process.

To mitigate work-related hazards and risks, GNFC has adopted the following hierarchy of controls:

- A well-established work permit system;
- Electrical isolation protocols;
- A structured safety observation reporting mechanism;
- Systems for reporting, analyzing, and investigating incidents and near-misses;
- Regular monitoring and enforcement of statutory compliance related to processes, plants, and equipment;
- Provision and maintenance of appropriate Personal Protective Equipment (PPE);
- Continuous monitoring and upkeep of fire safety equipment;
- Execution of fire turnout drills, mock drills, and tabletop exercises to strengthen the Emergency Management System and implement identified improvements.

**c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks (Yes/No)?**

Yes, GNFC has a robust system in place for tracking, recording, and reporting work-related hazards. The Company operates an online Accident Reporting System (ARS) to log near-misses, accidents, and hazardous occurrences within the plant. Employees are actively encouraged to report near-misses through this platform.

In addition, GNFC has institutionalized Occupational Health and Safety training programs for employees and workers. Safety-related observations, unsafe acts, and hazardous conditions are systematically recorded and reviewed. Safety Committee and Sub-Committee members also contribute by reporting unsafe practices and conditions, with action plans subsequently assigned to the respective departments for timely resolution and compliance.

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

Yes, GNFC has made available medical services to its employees/workers and their family members according to medical policy.

**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	0.32	0.17
Total recordable work-related injuries	Employees	0	0
	Workers	2	1
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

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

Health and safety is considered as an important management activity that requires a culture of continual improvement. Site-level HSE team advise, suggests, and supports all operations and employees in integrating health and safety standards into their operational planning, business decisions, and daily process activities. GNFC has established and implemented Integrated Management System in line with ISO 45001:2018 and ISO: 14001:2015. Site health and safety personnel are trained to identify, alleviate, and control risks specific to their operations. Health and safety-related training, awareness sessions and inspections are carried out on a periodic basis. GNFC has formulated two safety sub-committees, namely, Apex Safety Committee and Plant wise Safety Sub-Committees to review, monitor and deliberate upon health & safety matters.

Periodical internal and external safety audits are conducted, and compliance report is reviewed and monitored at the top level. Safety is given top priority since the design stage of the Plant with in-built safety criteria. Plant operation is being managed by trained and experienced manpower along with integration of effective instrumentation such as DCS/PLC for taking care of the processes. GNFC also has well established Permit to Work System for various jobs in the Plant.

GNFC has also a strong focus to create awareness among its employees and other stakeholders on health & safety practices. As a part of this, GNFC organized annual health and safety quiz to create awareness among its employees and workers. Appropriate reward system is also in place to motivate employees and workers. Health & safety skit plays were organized to create awareness. Safety training programs were conducted in schools, colleges, and old age homes to create awareness on health and safety. Some of the initiatives implemented in 2024-2025 during National Safety Week Celebration are as follows:

- 1705 employees have participated in Online Safety quiz.
- 124 nos. of employees & 60 nos. of contract workers have participated in Breathing apparatus set rescue competition.
- 53 nos. of employees have participated in Group discussion on various incident case studies.
- Organized Safety training & Quiz competition with spot reward for contract workers.
- Training on Safe transportation of hazardous chemicals imparted to Auto tanker drivers at regular frequency.

F&S Department also observed National Fire Service Day on 14<sup>th</sup> April conducting various fire safety awareness programs. GNFC has a well-equipped firefighting system and qualified and trained fire crew in place, with the help of which GNFC extends support to Bharuch Municipality and other nearby industrial areas & community during fire incidents.

As a part of fire & safety awareness among the nearby community, first aid fire & safety trainings and evacuation drills were conducted as follows:

- 29<sup>th</sup> June 2024: Queens of Angel, Vadadala, Bharuch;
- 5<sup>th</sup> August 2024 at KGM school, Bharuch;
- 31<sup>st</sup> Dec 2024 First aid firefighting training and fire show conduct for school children during science exhibition;
- 10<sup>th</sup> Jan 2025 Narmada School;
- GNFC successfully attended twenty-eight outside fire and other emergency calls from other industries / areas.

### 13. Number of Complaints on the following made by employees & 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	Nil	Nil
Health & Safety	Nil	Nil	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 and safety practices	100%
Working Conditions	100%

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

There were no incidents of fatalities and reportable disability reported during the last reporting period - FY 2024-25. There were only first-aid-related incidents reported during the reporting period which have been investigated and appropriate corrective and preventive actions have been taken to avoid the recurrence. Toolbox talks are conducted on daily basis to reduce the potential work-related hazards and risks.

### Leadership Indicators

#### 1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes, The Company provides a Group Personal Accident policy for all employees, offering coverage 24 hours a day, 365 days a year, for accidental death or permanent/partial disability, whether on or off duty. Additionally, contract workers are covered either under the Workmen's Compensation Policy or ESIC.

#### 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 been collecting monthly statement of PF & ESIC from Contractor in respect of Contract worker working at our site.

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

	Total no. of affected 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)**

No

**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	NIL
Working Conditions	NIL

**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:**

No

**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:**

The Company identifies both internal and external stakeholders based on their influence on, or impact from, the value creation process. Accordingly, employees are recognized as internal stakeholders, while shareholders, customers, value chain partners, regulators, and farmers are classified as external stakeholders.

Stakeholder engagement is driven by the degree of influence, potential impact, and level of interest each group has in the Company's operations. GNFC proactively engages with its stakeholders through targeted interactions and continuously reviews and updates stakeholder groups to ensure alignment with its evolving business context.

In defining its key stakeholder groups, the Company takes into account various criteria including dependency, urgency, responsibility, vulnerability, and influence, ensuring that stakeholder management remains dynamic, relevant, and responsive.

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

<b>Stakeholder group</b>	<b>Whether identified as Vulnerable &amp; Marginalized Group (Yes/ No)</b>	<b>Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other</b>	<b>Frequency of engagement (Annually/ Half yearly/ Quarterly/ others)- Please specify</b>	<b>Purpose and scope of engagement including key topics and concerns raised during such engagements</b>
Employees & Workers	No	<ul style="list-style-type: none"> <li>• Departmental meetings</li> <li>• HR Programs</li> <li>• Meetings, seminars and reviews</li> <li>• Circulars</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>• Understanding of the expectations and concerns of employees and workers.</li> <li>• Discussion regarding the implementation of a fair and equitable remuneration structure.</li> </ul>
Logistic Partner	No	<ul style="list-style-type: none"> <li>• Logistic partner meets</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>• Ensuring Safe and Responsible Transportation of Raw Materials and Finished Products.</li> </ul>
Farmers	No	<ul style="list-style-type: none"> <li>• Farmers meet</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>• Gathering Customer Feedback and Identifying Areas for Improvement.</li> <li>• Emphasis on product quality and reliability as key focus areas.</li> </ul>
Customers other than farmers	No	<ul style="list-style-type: none"> <li>• Formal &amp; informal feedback</li> <li>• Email</li> <li>• Monthly magazines</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>• Collecting Customer Feedback and Driving Continuous Improvement.</li> <li>• Focused on enhancing product quality and reliability based on customer insights.</li> </ul>
Government Regulatory / Authorities	No	<ul style="list-style-type: none"> <li>• Scheduled meetings</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>• Timely adherence to environmental and social regulatory requirements.</li> </ul>
Community	No	<ul style="list-style-type: none"> <li>• CSR meets</li> <li>• Stakeholder meets</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>• Engaging with communities to understand expectations related to CSR initiatives.</li> </ul>
Vendors and Suppliers	No	<ul style="list-style-type: none"> <li>• Contract revision &amp; negotiation meetings</li> <li>• Suppliers meeting</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>• Effective and transparent contract negotiation processes.</li> </ul>

### 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 management regularly interacts with its key stakeholders i.e. investors, customers, suppliers, employees, etc.

**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:**

The Company, through its CSR arm—Narmada Nagar Rural Development Society (NARDES)—actively engages with stakeholders to identify and prioritize issues related to economic, environmental, and social aspects. This structured engagement process ensures that the voices and concerns of local communities and other stakeholders are meaningfully considered in the Company's CSR planning.

By aligning its initiatives with stakeholder expectations and broader sustainability objectives, the Company enhances the effectiveness, relevance, and impact of its social responsibility efforts, thereby contributing to inclusive and sustainable development.

The Company, through its CSR arm—Narmadanagar Rural Development Society (NARDES)—implements a structured stakeholder engagement mechanism that helps identify, assess, and address environmental and social concerns. These consultations are conducted through participatory methods such as community meetings, need assessments, focus group discussions, and institutional feedback from schools, health departments, and local governing bodies. Stakeholder feedback is actively used to prioritize CSR projects, design interventions, and align initiatives with the most pressing needs of the communities. These engagements have significantly enhanced the relevance, acceptance, and sustainability of the Company's CSR initiatives.

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

The Company follows an integrated development approach that specifically targets disadvantaged, vulnerable, and marginalised stakeholders, with a strong focus on inclusive and collaborative growth. It has been the Company's constant endeavour to ensure that development initiatives reach the most underserved sections of society.

Through its CSR arm, Narmada Nagar Rural Development Society (NARDES), the Company maintains continuous engagement with communities in and around its operational areas to identify and address issues related to social development.

The CSR programmes are thoughtfully designed based on detailed need assessments, with a special emphasis on the needs of vulnerable and marginalised groups. These programmes aim to foster sustainable development, improve the quality of life, and promote socio-economic well-being across the communities served.

The Company adopts an inclusive development approach that places a strong emphasis on the well-being of vulnerable and marginalized communities. Through NARDES, continuous engagement is maintained with the communities in the vicinity of its operations to understand their specific needs and challenges.

Detailed discussions, focus group discussions, and participatory rural appraisals are conducted to gather insights directly from targeted. These insights form the foundation for the design and implementation of CSR initiatives that are tailored to bridge critical development gaps.

**PRINCIPLE 5: Businesses should respect and promote human rights**  
**Essential Indicators**

**1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, 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	2004	1740	87%	2144	1840	85.82%
Other than permanent	391	255	65%	287	283	98.61%
<b>Total Employees</b>	2395	1995	83%	2431	2123	87.33%
<b>Workers</b>						
Permanent	0	N.A.	N.A.	0	N.A.	N.A.
Other than permanent	2499	-	-	1946	-	-
<b>Total Workers</b>	2499	-	-	1946	-	-

Note – The Company has no permanent workers. Training for other than permanent workers has not been conducted.

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

Category	FY 2024-25 (Current Financial Year)					FY 2023-24 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>	2004	0	0%	2004	100%	2144	0	0%	2144	100%
Male	1943	0	0%	1943	100%	2081	0	0%	2081	100%
Female	61	0	0%	61	100%	63	0	0%	63	100%
<b>Other than permanent</b>	391	0	0%	391	100%	287	0	0%	287	100%
Male	358	0	0%	358	100%	259	0	0%	259	100%
Female	33	0	0%	33	100%	28	0	0%	28	100%
<b>Workers</b>										
<b>Permanent</b>	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Other than permanent</b>	2499	0	0%	2499	100%	1946	0	0%	1946	100%
Male	2372	0	0%	2372	100%	1834	0	0%	1834	100%
Female	127	0	0%	127	100%	112	0	0%	112	100%

Note – There are no permanent workers in the Company.

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

**a. Median remuneration / wages:**

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	9	Kindly refer the note	-	Kindly refer the note
Key Managerial Personnel	1	6135650	0	0
*Employees other than BoD and KMP	2244	2054872	91	1328930
Workers	-	Kindly refer the note	-	Kindly refer the note

Note – Remuneration of Non-Executive Directors (NEDs) is decided by the board. NEDs are paid remuneration by way of sitting fees only for attending the Board or committees meeting(s). They are paid sitting fees @ INR 20,000 per meeting attended by them. Workers are engaged through third party contractor.

\*Employees continued for the entire reporting period have only been considered.

**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	2.53%	2.25%

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

Yes, a designated HR SPOC has been appointed to address and oversee human rights-related matters across GNFC's business operations.

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

GNFC has a well-defined grievance redressal mechanism, with a nominated HR SPOC acting as the Grievance Redressal Officer. Grievances can be submitted via email, verbally, or in writing to HR or the MD. The HR SPOC reviews and forwards them to the relevant department for investigation and resolution. An Industrial Relations Committee, comprising 15 members from both Management and the Staff Union, handles employee grievances. Non-permanent workers may report issues through their contractors, who then escalate them to the HR Department for action.

**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 the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

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

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

GNFC has implemented a "Vigil Mechanism-cum-Whistle Blower Policy" to enable Directors and employees to report genuine concerns related to unethical conduct, suspected fraud, or misconduct. The policy ensures adequate safeguards against victimization of those who raise concerns. It is publicly available on the GNFC website and can be accessed at: [https://www.gnfc.in/wp-content/uploads/2021/04/Vigil-Mechanism-Cum-Whistle%20Blower-Policy\\_21102014.pdf](https://www.gnfc.in/wp-content/uploads/2021/04/Vigil-Mechanism-Cum-Whistle%20Blower-Policy_21102014.pdf)

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

Yes. GNFC has specific clauses included in the business Agreements and Contracts.

**10. Assessments for the year:**

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

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

Nil.

There were no incident related to human rights across the operations of GNFC in the reporting period.

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

N.A.

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

N.A.

**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?**

Yes

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

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

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

N.A.

**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:**

<b>Parameter</b>	<b>FY 2024-25 (Current Financial Year) (Giga Joules)</b>	<b>FY 2023-24 (Previous Financial Year) (Giga Joules)</b>
<b>From renewable sources</b>		
Total electricity consumption (A)	1,54,095.03	1,35,833.45
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	1,54,095.03	1,35,833.45
<b>From non-renewable sources</b>		
Total electricity consumption (D)	5,77,417.26	5,90,968.60
Total fuel consumption (E)**	2,23,91,559.64	2,12,91,622.34
Energy consumption through other sources (F)	NIL	NIL
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	2,29,68,976.90	2,18,82,590.95
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>2,31,23,071.93</b>	<b>2,20,18,424.40</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed/ revenue from operations in millions)	292.99	277.66
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP in millions)*	70.73	68.04

Energy intensity in terms of physical output	7.50	7.67
<b>Energy intensity (optional)</b>	-	-
* <b>Note</b> : The figure has been updated as per the IMF Implied PPP Conversion Rate ** The FY24 disclosures have been revised to exclude natural gas that was used as feedstock.		
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	

**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:**

Yes, the company has two production facilities identified as Designated Consumers (DC) under the PAT scheme:

- Urea plant: DC reg. no.: FTZ0006GJ (Sector: Fertilizer Sector).
- ANP plant: DC reg. no.: FTZ0032GJ (Sector: Fertilizer Sector, Sub Sector: Complex Fertilizer).

In PAT Cycle-I (FY: 2012-13 to 2014-15) only Urea plant was specified as DC. The company was given with targeted specific energy consumption (SEC) for FY 2014-15 which was 0.49 MTOE/MT. GNFC had over-achieved the targeted SEC for PAT Cycle-I which is 0.436 MTOE/MT. For this achievement GNFC was awarded 33557 nos. of Energy Saving Certificates (ESCerts) which were later banked with the Registry.

In PAT Cycle-II (FY: 2016-17 to 2018-19), along with Urea, ANP was also notified as DC under Complex Fertilizer sector. The Specific Energy Consumption (SEC) Target for Urea and ANP given as follows:

- Urea: SEC Target of 0.3907 MTOE/MT to be achieved by 2018-19. However, GNFC could not achieve the same and BEE had notified to purchase 8668 nos. of ESCerts. However, GNFC already has surplus of 24889 nos. of ESCerts.
- ANP: SEC Target of 0.2817 MTOE/MT to be achieved by 2018-19. However, GNFC could not achieve the same and BEE had notified to purchase 10464 nos. of ESCerts.

As a remedial action, GNFC has purchased ESCerts as per the BEE's directions. In ESCert trading sessions for PAT-II cycle (from 14<sup>th</sup> Feb. 2023 to 31<sup>st</sup> Oct. 2023), the obligated purchase of 10,464 nos. of ESCerts for ANP DC has been completed by GNFC on the trading day of 14<sup>th</sup> Feb. 2023, while total 8918 out of 24889 nos. of available ESCerts of Urea DC were sold. PAT-III cycle trading sessions commenced from 19<sup>th</sup> March 2024 and suspended after 2<sup>nd</sup> July 2024. In this trading cycle, till date, 628 nos. of ESCerts of Urea DC were sold. GNFC is still having 15343 nos. of ESCerts balanced with perpetual validity.

For the next PAT cycles, BEE has excluded/exempted Urea plants and Complex Fertilizer plants of fertilizer sector from PAT scheme as per recommendations from DOF & FAI. These exclusions will be reviewed after 2024-25 based on then energy consumption norms as fixed by DoF/Niti Ayog as well as recommendations relevant to Nationally Determined Contribution (NDC) targets. Thus, no fresh Energy Saving Targets in Fertilizer Sector will be given to Urea as well as Complex Fertilizer plants in subsequent PAT Cycles till 2025. In case of any energy saving during the period, no ESCerts will be recommended by BEE. However, BEE is planning to convert PAT scheme for Urea DCs to Carbon Credit Trading Scheme (CCTS). In context with the same CCTS baseline audit is already conducted for Urea DC of GNFC Ltd., while its final report outcome is awaited.

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

<b>Parameter</b>	<b>FY 2024-25 (Current Financial Year) (Kilolitres)</b>	<b>FY 2023-24 (Previous Financial Year) (Kilolitres)</b>
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	1,41,54,040	1,37,48,143
(ii) Groundwater <sup>1</sup>	63,600	NIL
(iii) Third party water (tanker)	NIL	NIL
(iv) Seawater / desalinated water	NIL	NIL
(v) Others (GIDC reservoir)	12,74,041	16,28,118
(vi) Water Bottles / Aquaguard (Ltr X number of bottle) (KL) <sup>2</sup>	1.44	NIL

<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	1,54,91,682	1,53,76,261
<b>Total volume of water consumption (in kilolitres)</b>	1,55,64,252	1,51,27,822
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations in millions)	197.22	190.77
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP in millions)	47.61	46.75
<b>Water intensity in terms of physical output</b>	5.05	5.27
<b>Water intensity (optional) – per employee</b>	-	-

<sup>1</sup> Water withdrawal through Ground Water pertains to GIFT CITY Office, Gandhinagar

<sup>2</sup> Water Bottles / Aquaguard is also pertains to GIFT CITY Office, Gandhinagar

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

#### 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	Nil	Nil
- With treatment – please specify level of treatment	34,43,569	31,28,250
(ii) To Groundwater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iii) To Seawater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	3,59,025	4,27,450
(iv) Sent to third-parties		
- No treatment	24,581	22,860
- With treatment – please specify level of treatment	Nil	Nil
(v) Others		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
<b>Total water discharged (in kilolitres)</b>	<b>38,27,175</b>	<b>35,78,560</b>

\*Note: The figure has been revised following a review of the previous year's data.

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.

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

GNFC has not implemented a mechanism for zero liquid discharge.

**6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

Parameter	Please specify unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
NOx	MT/Year	3,409.00	2,264.00
SOx	MT/Year	3,123.00	2,046.00
Particulate matter (PM)	MT/Year	650	627
NH3	MT/Year	331	319
Total F	MT/Year	0	0
HC	MT/Year	1.24	1
CO	MT/Year	36.00	31
HCL	MT/Year	0.50	0.31
CL2	MT/Year	NIL	NIL
Persistent organic pollutants (POP)	MT/Year	N.A.	N.A.
Volatile organic compounds (VOC)	MT/Year	NIL	NIL
Hazardous air pollutants (HAP)	MT/Year	N.A.	N.A.
Others – please specify	MT/Year	NIL	NIL

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.

**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)	Metric tonnes of CO2 equivalent	19,03,591.56	18,16,456.47**
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	1,16,606.21	1,19,342.83
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations PPP in millions)	Metric tonnes of CO2 / Revenue in million	25.60	24.41
<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 in millions)*	Metric tonnes of CO2 / Revenue in million	6.18	5.98
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	Metric tonnes of CO2 / Tonnes of production	0.66	0.67
<b>Total Scope 1 and Scope 2 emission intensity (optional) – per employee</b>		-	-

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

\*Note: The figure has been updated as per the IMF Implied PPP Conversion Rate

\*\* The FY24 disclosures have been revised to exclude natural gas that was used as feedstock.

We have considered net electricity consumption at the Dahej plant, where renewable energy is generated and consumed within the plant premises—accounting for transmission losses.

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

Yes, Gujarat Narmada Valley Fertilizers & Chemicals Limited (GNFC) has undertaken several initiatives aimed at reducing greenhouse gas (GHG) emissions as part of its commitment to energy conservation and sustainable operations. The company has invested in renewable energy sources, including the installation of solar power systems at its corporate buildings and a large-scale solar plant in a nearby village. Additionally, wind power is utilized at multiple sites, contributing to cleaner energy generation. GNFC has also implemented various energy efficiency measures such as replacing conventional lighting with energy-efficient LED fixtures across its township and plant areas, resulting in significant energy savings. Equipment modifications, including pump impeller trimming and the use of high-pressure natural gas in process feed systems, have further enhanced energy efficiency and reduced fuel consumption. Moreover, the company has focused on waste heat recovery and optimization of utility systems, such as air compressors and vacuum pumps, to minimize energy losses. These initiatives not only reduce the company's operational energy demand but also directly contribute to lowering GHG emissions. GNFC's continuous efforts in technology upgradation, renewable energy adoption, and process optimization reflect its proactive approach toward environmental sustainability and carbon footprint reduction.

**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 (A)	32.595	143.9
E-waste (B)	27.93	19.47
Bio-medical waste (C)	0.2960	0.36
Construction and demolition waste (D)	668.936	2,940.00
Battery waste (E)	32.3	9.97
Radioactive waste (F)	-	-
Other Hazardous waste (G) :		
Furnace debris	14.295	23.67
Process Waste (Tarry residue - Solid and liquid)	4845.914	6543.73
Organic residue from process.	0.2	0.5
Spent Catalyst & Molecular Sieve	19.25	28.35
Waste & residues containing oil.	19.75	25.33
Spent acid from batteries	0	0
Spent catalyst	20.186	124.1
Ethyl Acetate reactor residue	294.92	307.87
Process waste residue & Sludge of Paints, Inks, Pigments, Varnish & Lacquers.	0.2	0.2
Empty Barrels containers / liners contaminate with hazardous chemicals / wastes.	93	82.54
Spent Resin	46	38
ETP Sludge	6297.795	7635
Sludge from wet scrubber	286	192
Incinerator Ash	297.99	273.4

Gasifire Slag	17.9	17.34
Insulated Copper wire Scrap	20.46	15.57
Scrubbed liquid (Spent caustic) generated from TDI plant scrubbers	5589.5	8602.17
Lead washer	0.39	-
Carbon Soot	1870	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)Insulation waste, paper and food waste*	136.805	244.22
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>20632.61</b>	<b>27267.69</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations in millions)	0.26	0.34
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP in millions)	0.06	0.08
<b>Waste intensity in terms of physical output</b>	0.007	0.009
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
<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	4067.936	5,402.98
(ii) Re-used	7505.5	8,912.70
(iii) Other recovery operations	0	0
<b>Total</b>	<b>11,573.436</b>	<b>14,315.68</b>
<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	215.23	208.05
(ii) Landfilling	3,482.75	3,649.30
(iii) Other disposal operations		
Co-processing	4,631.09	6,368.56
Pre processing	19.75	0.00
Composting	41.13	39.00
Utilization of C&D waste	668.94	2,067.44
Sent to common bio medical waste treatment facility	0.296	0.36
<b>Total</b>	<b>9,059.18</b>	<b>12,332.71</b>

\*Certain waste categories such as food and paper waste were newly added in FY 2023–24, which has led to a change in the reported values.

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

**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:**

Hazardous waste generated at GNFC is collected and stored in designated hazardous waste storage areas. Its management is carried out in compliance with the Consolidated Consent & Authorization (CC&A) issued by the Gujarat Pollution Control Board (GPCB) and in accordance with the Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016, as amended.

**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:**

Sr. 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
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GNFC's operations at Bharuch and Dahej are located within notified Industrial and PCPIR (Petroleum, Chemicals and Petrochemicals Investment Region) areas, respectively. None of GNFC's operational sites or offices are situated in or around ecologically sensitive zones such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, or coastal regulation zones.

**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
NIL					

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

Sr. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	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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GNFC remains fully compliant with the Water (Prevention & Control of Pollution) Act, the Air (Prevention & Control of Pollution) Act, and the Environment (Protection) Act along with the applicable rules. No fines or penalties were imposed by regulatory authorities during the reporting period.

**Leadership Indicator**

**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	-
(ii) Nature of operations	-

(iii) Water withdrawal, consumption and discharge in the following format:		
Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)</b>	-	-
<b>Total volume of water consumption (in kilolitres)</b>	-	-
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
<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	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>		

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 (Y/N) - No

<b>2. Please provide details of total Scope 3 emissions &amp; its intensity, in the following format:</b>			
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 CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	-	-	-
<b>Total Scope 3 emissions per rupee of turnover</b>	-	-	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency (Y/N) - No			

**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:**

GNFC's operations are not located in or around ecologically sensitive areas such as national parks, wildlife sanctuaries, or coastal regulation zones. As a result, there are no significant direct or indirect impacts on biodiversity in such areas, and no specific prevention or remediation measures are required. The Company ensures ongoing compliance with environmental regulations and remains committed to sustainable and responsible operations.

**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:**

<b>Sr. No</b>	<b>Initiative undertaken</b>	<b>Details of the initiative (Web-link, if any, may be provided along-with summary)</b>	<b>Outcome of the initiative</b>
1	Installed N2O abatement system in existing Weak Nitric Acid-1 plant	-	Reduction of CO2 emission by 5,16,396 MTCO2e/Annum
2	Installed and commissioned 4 MW solar power plant	-	Reduction of CO2 emission by 13,0000 MTCO2e/Annum
3	Amine wastewater treatment at GNFC-Dahej Unit in place of incineration at GNFC, Bharuch.	-	Reduction in emission & fuel consumption in TDI incinerators.
4	Recycling of yellow wastewater	-	Reduction in emission, fuel consumption in TDI incinerators and reduction in hazardous waste generation
5	Re-use of spent caustic at both Bharuch and Dahej unit	-	Reduction in emission, fuel consumption in TDI incinerators and reduction in hazardous waste generation
6	Recycling of treated ANP discontinuous effluent	-	Resource recovery.
7	TDI Tar co-processing at cement industries	-	Equivalent quantity of coal consumption is reduced at cement industries
8	Recycling of NETP chemical & biological sludge at mix fertilizer units	-	Resource recovery

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

The Company has a comprehensive Emergency Preparedness Plan in place to effectively respond to unforeseen disruptions. Periodic Disaster Recovery (DR) drills are conducted to evaluate and enhance the readiness of systems and personnel.

Business Continuity Plans (BCP) have been developed to ensure a structured and swift recovery from any disruption in production activities. These plans are specifically designed to guide the Manufacturing Units in responding effectively to emergencies and restoring operations as quickly as possible.

The key objectives of the BCP for Manufacturing Plants include:

- Identifying potential threats that could disrupt business operations.
- Establishing pre-emptive arrangements and procedures to enable a quick and effective response to emergency events.
- Ensuring continuity of critical business functions during disruptions.
- Minimizing employee injuries or loss of life and reducing damage and operational losses.
- Safeguarding essential facilities, equipment, vital records, and critical assets.
- Defining roles and responsibilities of crisis response teams to enable coordinated and efficient actions.
- Facilitating timely and effective decision-making for operational restoration.
- Identifying alternative actions to minimize and mitigate the impact of crises and reduce response times.
- Quantifying the impact of disruptive events in terms of cost, time, business continuity, and workforce implications.
- Ensuring rapid recovery and resumption of full-scale manufacturing operations.

**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:**

No significant impact

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

-

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

a. By the listed entity	As per the Green Credit Rules, 2023, participation to the Green Credit programme shall be based on voluntary participation. GNFC has yet not participated in green credit programme.
b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners	NIL

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

**Essential Indicators**

<b>1. a. Number of affiliations with trade and industry chambers/ associations:</b>		11
<b>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:</b>		
<b>Sr. No.</b>	<b>Name of the trade and industry chambers/ associations</b>	<b>Reach of trade and industry chambers/ associations (State/National)</b>
1	Fertilizer Association of India	National
2	Federation of Gujarat Industries	State
3	Dahej Industrial Association	State
4	Gujarat Safety Council	State
5	National Safety Council	National
6	Safety, Health and Environment Association	National
7	Gujarat Chamber of Commerce & Industry	State
8	Gujarat Chemical Association	State
9	All India Management Association	National
10	Indian Polyurethane Association	National
11	Indian Chemical Council	National
<b>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:</b>		
<b>Name of authority</b>	<b>Brief of the case</b>	<b>Corrective action taken</b>
Nil. There were no such issues reported on anti-competitive conduct from regulatory authorities.		

**Leadership Indicators**

<b>1. Details of public policy positions advocated by the entity:</b>					
<b>Sr. No</b>	<b>Public policy advocated</b>	<b>Method resorted for such advocacy</b>	<b>Whether information available in public domain? (Yes/No)</b>	<b>Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others - please specify)</b>	<b>Web Link, if available</b>
1	Advocacy for reasonable statutory and regulatory enactments that affect the company.	Usually through industry-related trade associations to which the company belongs.	-	As needed	-
2	Use of drone in agriculture	Through Industry bodies	-	As needed	-
3	Safe use of Agrochemicals by Farmers	Through Industry bodies	-	As needed	-

**PRINCIPLE 8 : Businesses should promote inclusive growth and equitable development****Essential Indicators****1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year:**

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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Not applicable because no requirement for Social Impact assessment during the FY 2024-25.

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

Sr. 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 (₹)
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Not applicable since CSR Projects are not in aspirational districts identified by Government Authority.

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

GNFC has a structured grievance redressal mechanism in place, with a designated HR SPOC serving as the Grievance Redressal Officer. Employees can raise grievances via email, verbally, or through written communication to the HR Department or the Managing Director. The HR SPOC is responsible for reviewing and forwarding the grievances to the relevant department for investigation, resolution, and feedback. Additionally, an Industrial Relations Committee has been established to address employee grievances. This Committee consists of fifteen members, with representation from both Management and the Staff Union.

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	4.89%	6.14%
Directly sourced within India	70.14%	85.05%

**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	12.32	11.54
Semi-urban	81.83	83.81
Urban	0.63	0.57
Metropolitan	5.22	4.08

### 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
Not applicable because no requirement for Social Impact assessment during the FY 2024-25.	

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

Sr. No.	State	Aspirational District	Amount spent (In INR)
Not applicable since CSR Projects are not in aspirational districts identified by Government Authority.			

**3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)**

No
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**(b) From which marginalized /vulnerable groups do you procure?**

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

NA
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**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:**

Sr. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
NIL				

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

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

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

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Support to Government schools students of Bharuch District during Shala Praveshotsav.	275	100.00%
2	Support to Aashirwad Recreation centre for elderly people.	35	85.72%
3	Support for Development Activities in Narmada Vidyalaya.	2574	70.32%
4	Development Activities in Narmada Motlabai Public School.	98	100.00%
5	Support for Development Activities in Narmada College, NEST.	2247	52.24%
6	Support for Kala Gurjari.	110	70.00%

7	Livelihood Enhancement by Vocational Skills upgradation Through NITI.	120	100.00%
8	Support to 18 Meritorious Student of Bharuch for quality education.	18	100.00%
9	Revival of 3 SHG's for entrepreneurial activities.	30	100.00%
10	Primary Healthcare treatment through Mobile Medical Van.	1078	100.00%
11	To establish Smart Classrooms in 50 Government School of Bharuch District.	1154	100.00%
12	Support for Library in 08 Govt. Schools of Bharuch PAAs.	574	100.00%
13	Empowering Farmers through Narmada Kisan Samruddhi Pariyojna (NKSP) - Agri Clinic.	1057	100.00%
14	Contribution to Seva Yagna Samiti for pre- and post-surgical assistance to needy and un-attended patients of Bharuch.	315	100.00%
15	Integration of virtual reality (VR) Technologies in 02 Govt. schools, Vadadla & Zadeshwar.	475	100.00%
16	Contribution to District Administration for Early Warning System for Narmada Floods (E-Reva).	54175	100.00%
17	Contribution to SEWA Rural, Jhagadia for supporting 14 rural students.	14	100.00%
18	Support to SHG Women-Drones for entrepreneurial activities.	1154	100.00%
19	Support to Bharuch District Administration for providing 5000 food packets in Vadodara during flood.	5000	100.00%
20	Empowering Farmers through Narmada Kisan Samruddhi Pari yojana (NKSP)- Agri Clinic.	25138	100.00%
21	Upgradation of 20 existing Anganwadis into Smart Anganwadi in Bharuch District.	775	100.00%
22	Contribution for providing nutritional kit to 1475 under-weight pregnant women (less than 42 kg)	1475	100.00%
23	To bridge the educational gap by appointing 08 Expert Teachers in Govt. Schools of Bharuch.	514	100.00%

**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:**

GNFC has established a comprehensive procedure for addressing consumer complaints. A feedback form is available on the Company's website at <https://www.gnfc.in/contact-us/>. Customers can also raise product-related concerns through multiple channels, including email to the Head of Department or customer care, phone calls to the customer care number printed on fertilizer bags, and in-person visits to Narmada Khedut Sahay Kendra (NKSK) retail outlets. A list of NKSK locations is available at <https://www.gnfc.in/narmada-khedut-sahay-kendra/> and GNFC office locations at <https://www.gnfc.in/divisions/gnfc-area-offices/>.

Farmers may also directly approach regional offices, area offices, or retail outlets, where complaint registers are maintained and addressed accordingly. Additionally, feedback forms are sent to major consumers and dealers to gather insights and continuously enhance the system.

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

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

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

	<b>FY 2024-25 (Current Financial Year)</b>		<b>Remarks</b>	<b>FY 2023-24 (Previous Financial Year)</b>		<b>Remarks</b>
	<b>Received during the year</b>	<b>Pending resolution at end of year</b>		<b>Received during the year</b>	<b>Pending resolution at end of year</b>	
Data privacy	Nil	Nil	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Delivery of Products	Nil	Nil	Nil			
Quality of Products	Nil	Nil	Nil	Nil	Nil	Nil
Restrictive Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Unfair Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Other	Nil	Nil	Nil	Nil	Nil	Nil

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

	<b>Number</b>	<b>Reasons for recall</b>
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:**

Yes, GNFC's approach to cybersecurity is governed by its "Information Security Policy," which has been implemented to ensure regulatory compliance, mitigate significant risks, and meet rising customer expectations. The policy is publicly accessible on the GNFC website at the following link:

<https://www.ncodesolutions.com/company-policy.php>

**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:**

N.A.

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

- a. Number of instances of data breaches: NIL
- b. Percentage of data breaches involving personally identifiable information of customers: N.A.
- c. Impact, if any, of the data breaches: N.A.

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

Details on various products of GNFC can be accessed following websites.

Website: [www.gnfc.in](http://www.gnfc.in) & [www.gnfcneem.in](http://www.gnfcneem.in) The Company has a customer care number (02642202243), specific Email id ([customercare@gnfc.in](mailto:customercare@gnfc.in)) through which customers can reach out.

Weblink: <https://www.gnfc.in/services/chemicals/>

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

GNFC actively educates and informs consumers about the safe and responsible use of its products through direct engagement with farmers, including on-site demonstrations. Additionally, the Company disseminates product knowledge and safety guidelines via e-bulletins, agricultural fairs, and exhibitions. Safety Data Sheets are also provided to customers to ensure proper and secure handling of products.

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

In such instances GNFC communicates customers during their periodic customer meets.

**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):**

All GNFC products are approved in accordance with the Fertilizer Control Order, and product information is clearly specified on the packaging as per regulatory requirements. Additionally, customer satisfaction surveys are conducted annually in line with ISO standards to assess and enhance service quality.