

Annexure - I

Business Responsibility & Sustainability Reporting

We, at Triveni Turbine Limited, welcome the Business Responsibility & Sustainability Reporting (BRSR) initiative by the Securities and Exchange Board of India (SEBI) and believe that this will not only ensure that investors & other stakeholders have access to standardized disclosures on Environment, Social and Governance (ESG) parameters but also drive responsible companies like ours to a faster path to sustainability. As one of the leading players globally in the heat and power solutions, we are at the forefront of innovation, embracing renewable energy and prioritising sustainability in our business practices. We take our responsibility seriously to ensure that we not only serve our customers today, but also contribute towards better future for our customers, employees, partners and for the community at large.

Our employees have been the pillar of our success. By fostering a safe working environment and offering competitive compensation, we have ensured a secure workplace for them. As a result, our reduced employee turnover has enabled us to bolster our workforce during this period of growth. Looking ahead, our primary focus will be on learning & development and employee engagement to continue crafting this success story in the coming years.

In the context of an uncertain geo-political environment, the development of a local ecosystem proves crucial in fostering resiliency. TTL has consistently invested in cultivating a local supply chain, and this commitment continued throughout the period of 2022-23, with 37% of our supplies originating from the districts in which we manufacture or from neighboring districts. This strategic approach not only minimises resource consumption, including fuel and time, but also contributes to the preservation and growth of local employment opportunities. An additional noteworthy aspect is the significant impact on Ministry of Micro, Small & Medium Enterprises (MSMEs) and small producers, as they play a pivotal role in this process, further reinforcing the positive outcomes of our local ecosystem development endeavours.

Our primary commitment to better environment lies in making steam turbines efficient – achieved through the introduction of more efficient models or by improving efficiency of turbines and other rotating equipments. In pursuit of this goal, we have increased our Research & Development (R&D) spends, aligning them with the growth in our turnover. Our capital expenditure on green initiatives has seen a significant surge throughout the year. With ~80% of overall order booking coming from thermal renewable fuels, we continue to provide our customers solutions that can effectively reduce their carbon footprint, reinforcing our collective efforts towards a more sustainable future.

All of the above initiatives, along with reduction in energy and water consumption intensity, helped us reduce our greenhouse gas (GHG) (Scope 1 & 2) emission intensity as well. We have also reduced our industrial waste generation intensity by 16% and maintained 'zero liquid discharge' to minimise impact of our operations on the environment and our surroundings.

The BRSR initiative has provided us with a roadmap for undertaking sustainability initiatives in the coming years, in order to progress on an all-inclusive path to growth.

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Company	L29110UP1995PLC041834
2. Name of the Company	Triveni Turbine Limited
3. Year of Incorporation	1995
4. Registered office address	A-44, Hosiery Complex, Phase II Ext, Noida- 201305, UP (India)
5. Corporate office address	8 th Floor, Express Trade Towers, Plot No15-16, Sector 16-A, Noida-201301, UP (India)
6. E-mail id	shares.ttl@trivenigroup.com
7. Telephone	0120-4748000
8. Website	www.triveniturbines.com
9. Financial year for which reporting is being done	2022-23
10. Name of the Stock Exchange(s) where shares are listed	NSE & BSE
11. Paid-up capital	₹ 317.87 Million

12. Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Mr Milind Mohile Chief Risk Officer, Sr. General Manager – Strategy & Risk Management milindmohile@triveniturbines.com
13. Reporting boundary	The Business Responsibility and Sustainability Reporting (BRSR) initiatives of the Company are currently embedded in Triveni Turbine Ltd.

II. Products/services

14. Details of business activities

S.No.	Description of main activity	Description of business activity	% of turnover
1.	Steam Turbines & Accessories and parts thereof	Manufacturing	90%
2.	Servicing Operations and Maintenance of Steam turbines	Services	10%

15. Products/services sold by the entity

S.No.	Product/Service	NIC Code	% of total turnover contributed
1.	Steam Turbine and Accessories and parts thereof	281	90%
2.	Servicing Operations and maintenance of Steam turbines	331	10%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	2 Peenya, Sompura	9 Noida, Bengaluru, Naini, Raipur, Ahmedabad, Mumbai, Pune, Kolkata, Hyderabad	11
International	1 Johannesburg	4 London, Dubai, Johannesburg, Bangkok	5

17. Markets served by the entity	The Company serves both Domestic & International Market
17(a) Number of locations	80
17(b) What is the contribution of exports as a percentage of the total turnover of the entity?	45%

17 (c) A brief on types of customers

The Company's products serve a wide range of applications up to 100 MW of industrial power generation. These range from independent power production, waste-to-energy, waste-heat recoveries, and combined cycle plant. In combined heat & power applications, the Company serves customers in various industrial segments such as sugar, distillery, food processing, paper, textile, palm oil, cement, steel, chemicals, etc. Recently the Company has also developed products to serve customers in the oil & gas sector with drive turbines. The Company also provides a comprehensive range of aftermarket solutions for its turbines and also specialises in Multi-brand Service by refurbishing rotating equipment from other brands. The Company serves customers from above industry segments in 80 countries, including domestic markets in India.

IV. Employees

18. Details as at March 31, 2023

18(a) Employees (including differently abled)

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	722	694	96	28	4
2.	Other than permanent (E)	81	80	99	1	1
3.	Total employees (D + E)	803	774	96	29	4

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
WORKERS						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	Total Employees (F + G)	0	0	0	0	0

18(b) Differently abled employees

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	0	0	0	0	0
2.	Other than permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	0	0	0	0	0
WORKERS						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	Total Employees (F + G)	0	0	0	0	0

- The Company employs persons on full-time basis on its payroll. It does not employ any person under the category of workmen.
- The above details doesn't include Contractual Manpower.

19. Participation/inclusion/representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	1	10
Key Management Personnel	5	0	0

**20. Turnover rate for permanent employees
(Disclose trends for the past 3 years)**

	FY 23 (Turnover rate in current FY)			FY 22 (Turnover rate in previous FY)			FY 21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	7.5%	0.4%	7.9%	8.5%	0.7%	9.2%	5.3%	0.3%	5.7%
Permanent Workers									

V Holding, Subsidiary and Associate Companies (including joint ventures)**21(a) Names of holding / subsidiary / associate companies / joint ventures**

S. No.	Name	Subsidiary/ Associate / JV	% 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.	Triveni Turbines DMCC	Subsidiary	100%	No
2.	Triveni Turbines Europe Pvt. Ltd.	Subsidiary	100%	No
3.	Triveni Turbines Africa Pty. Ltd.	Subsidiary	100%	No
4.	Triveni Energy Solutions Limited	Subsidiary	100%	No
5.	TSE Engineering Pty. Ltd.	Subsidiary	70%	No

- b. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]**

Yes, More than 60% Suppliers and Service providers of the Company are required to adhere to the contractual guidelines related to environment, health and safety practices and social compliances as indicated in Works / Purchase orders

VI. CSR Details

At Triveni Turbines, we have always believed in doing well by doing good. It is our firm belief that the long-term success of a corporate depends on giving back to the society it operates in, and ensuring its operations are sustainable. All CSR projects/programmes undertaken for the period were conceived and implemented through a focused approach towards the target beneficiaries for generating the maximum impact. They were undertaken in partnership with credible implementing agencies.

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

Yes, CSR is applicable to Triveni Turbine Limited.

		FY 23 (Standalone)
22(ii)	Turnover: ₹ Million	19,832.52
22(iii)	Net worth: ₹ Million	6,249.23
22(iv)	Total amount spent on CSR for Previous FY 23: ₹ Million	27.53

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanisms in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 23 Current Financial Year			FY 22 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	0	0		0	0	
Investors (other than shareholders)	Yes	0	0		0	0	
Shareholders	Yes	5	0	(a)	4	0	(a)
Employees and workers	Yes	0	0	(b)	0	0	(b)
Customers	Yes	36	1	(c)	25	1	(d)
Value Chain Partners	Yes	13	0	(e)	7	0	(e)
Other (please specify)	Not applicable						

*Notes

- Complaints from Shareholders were primarily related to non-receipt of dividend or annual report and all of them were resolved.
- No employee complaints were received, however whenever employees reach us for clarification on salary, they are addressed on priority basis.
- 28 complaints from customers were resolved while 8 addressed by the Company and awaiting customer confirmation and 1 complaint was pending as on 31st March 2023
- 19 complaints from customers were resolved while 6 addressed by company and awaiting customer confirmation and 1 complaint was pending as on 31st March 2022
- All Value Chain Partners' related complaints are pertaining to Vendors for various issues.

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

(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, as per the following format)

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Helping reduction of dependability on Fossil Fuels resources	Opportunity	Reducing greenhouse gas generation and environment compliance	The Company offers customized steam turbines solution and executed projects in diverse industrial segment, which help to reduce environmental impact, such as thermal renewable fuels i.e. Bagasse, Waste heat and Biomass.	Positive- In FY 23 ~80% of total order booking came from thermal renewable fuels.
2.	Health & Safety of employees	Risk	This will ensure employees perform to full capabilities and maintain a workplace free from injuries	The Company constantly improved its health & safety of their employees through various modes i.e. Vaccination to all employees and their family members. Community vaccination programmes were also organised for the benefit of the surrounding communities. Work from home facilities were encouraged through providing adequate facilities. With its focused efforts, the Company was consistently able to maintain the health of the employees	Positive
3.	Skill Development	Risk / Opportunity	Talent Retention and building skills to meet changing customer expectation	Triveni Turbine always believed people to be their key differentiator in the success of the organisation. It has been Company's endeavour to nurture home grown talent to help organisation in its growth journey effectively & efficiently.	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

B(a) Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes. The Company has policies addressing all principles of NGRBC.								
b. Has the policy been approved by the Board? (Yes/No)	Yes. Policies have been approved by the Board, wherever it is mandatorily required and signed by the authorized signatories								
c. Web Link of the Policies, if available	Implementation of NGRBC principles and related BR initiatives are presently governed by various Policies (Code of conduct, Whistle Blower policy, Corporate Social Responsibility Policy, Code of Fair Disclosure, etc.). These policies can be viewed on the company's website: https://www.triveniturbines.com/								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes, The Company has formulated policies and standard operating procedures (SOPs) to provide clarity to its personnel at various operating level.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, Implementation of policies is extended to the value chain partners through various SOPs mentioned above and various processes codified therein (e.g. supplier selection, evaluation, etc.)								

B(a) Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Quality Management System (AS 9100D) Environmental Management System (ISO 14001:2015) Occupational Health & Safety Management System (ISO 45001:2018) Indian Green Building Council								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is committed towards the up skilling of the society with education, training & scientific development through its various CSR initiatives								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The BRSR policy is evaluated and reviewed internally. The spending and controls of corporate social responsibility are audited by statutory auditors.								

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

Triveni Turbine Ltd (TTL) has embarked on a journey to publish its annual sustainability performance and keep its stakeholders informed on its social, environmental and governance activities and their impact. The Company's business structure is well oriented in meeting the needs of industry in improving efficiency, quality & speed. With its wide-ranging portfolio, market oriented organisation structure and robust technological advancement, the Company strives towards partnering in Country's growth towards sustainable growth. Further, efforts are being made on the ESG front to contribute to the community either through CSR activities or supporting the GOI in the initiative made in this regard.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)

Mr. Arun Mote, Executive Director

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details

Yes, The BRSR initiatives are lead by the Mr. Arun Mote, Executive Director under overall supervision of Board of Directors.

10. Details of Review of NGRBCs by the Company:

Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee. & the Frequency (Annually/ Half yearly/ Quarterly/ Any other) in areas of

- Performance against above policies and follow up action
- Compliance with statutory requirements of relevance to the principles, and, rectification

The Company complies with the extant regulations and principles of NGRBC as are applicable. On a periodic basis the ESG performance of the company is reported to the top management team and follow up actions are discussed and reviewed.

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
	The BRSR policy is evaluated and reviewed internally. The spending and controls of corporate social responsibility are audited by statutory auditors.								

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

The entity does not consider the principles material to its business (Yes/No) – Not Applicable

The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No) – Not Applicable

The entity does not have the financial or/human and technical resources available for the task (Yes/No) – Not Applicable

It is planned to be done in the next financial year (Yes/No) – Not Applicable

Any other reason (please specify) – Not Applicable

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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

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

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	BRSR	30%
Key Managerial Personnel	1	BRSR	40%
Employees other than BoD and KMPs	4	POSH, BRSR, Factory Safety Trainings, Fire Safety Drills	70%
Workers	60	Safety trainings	80%

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	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment		Nil			
Punishment		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
NA	

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

The policy relating to ethics, bribery and corruption is applicable to the Company and is available on the Company's website: <https://www.triveniturbines.com/>

Matters related to the policy are reviewed by the Board of Directors. The Company also encourages its suppliers and contractors to adopt such practices and follow the concept of being a responsible business entity.

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 23 (Current Financial Year)	FY 22 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Not Applicable	Not Applicable

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

No Directors/KMP/Employees/Workers were involved in conflict of interest and on above grounds no actions were taken by Law Enforcement agencies.

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

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 and add as a note below table. 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.

	Current Financial Year 2023	Previous Financial Year 2022	Details of improvements in environmental and social impacts
R&D	0.89%	0.78%	Development of new technologies and products for energy efficient power-train and drive-train.
Capex	0.33%	0.03%	Licenses have been acquired for Design & analysis

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

Yes, the Company is increasingly building its capabilities for effective sustainable sourcing. The Company understands the growing expectations of stakeholders (including customers, shareholders, employees, government agencies, etc.) to take responsibility for their supplier's environmental, social, and ethical practises. Accordingly, Company is increasingly making responsible sourcing an integral part of procurement and supply chain management process and managing these risks in the supply chain.

We have established an exhaustive process to inculcate and encourage sustainable practices in our supply chain and our suppliers. This includes adherence to the contractual obligation towards ESG guidelines. All our new suppliers have to commit on ESG parameters such as environment, health and safety, decent working conditions, compliance to regulatory norms and waste supplier/vendor Code of Conduct (COC) covers Environment, Health, and Safety (EHS) and Human Rights parameters to be adhered and value chain partners (supply chain partners) must sign the COC as a part of the contract documents.

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

The Company is increasingly making responsible sourcing an integral part of its supply chain processes. During the financial year 2022-23, the Company has procured more than 37% of total material from local sources, in terms of value.

While inducting new suppliers, the Company ensures their commitment on environment, health and safety (EHS), decent working conditions, and compliance to regulatory norms. Vendor Code of Conduct (CoC), which is part of contractual agreement between the Company and its supply chain partners, covers EHS and human rights aspects.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

While large part of the material used in our supply consists of recyclable metallic components, necessary details for disposal of our supplies are provided in Operation & Maintenance (O&M) Manual.

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

No. Customers are expected to adhere to the local statutory requirements with respect to disposal and sustainable use of the product during its lifetime and during final disposal after the life.

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										
	Health insurance			Accident insurance		Maternity benefits*		Paternity Benefits		Day Care facilities	
	Total (A)	Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	694	694	100	694	100	0	0	0	0	0	0
Female	28	28	100	28	100	28	100	0	0	0	0
Total	722	722	100	722	100	28	4	0	0	0	0
Other than Permanent employees											
Male	80	0	0	80	100	0	0	0	0	0	0
Female	1	0	0	1	100	0	0	0	0	0	0
Total	81	0	0	81	100	0	0	0	0	0	0

*Denotes those covered under the Maternity Benefit Act, as per law.

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

Category	% of workers covered by										
	Health insurance			Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
	Total (A)	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
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
Other than Permanent employees											
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

(a) The Company employs persons on full-time basis on its rolls. It does not employ any person under the category of workmen.

(b) The above detail doesn't include contractual manpower.

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

Benefits	FY 23 Current Financial Year			FY 22 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	0	Y	100%	0	Y
Gratuity	100%	0	Y	100%	0	Y
ESI	3.6%	0	Y	1.9%	0	Y
Others – please specify		0				

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 - Required necessary ramps have been provided to all the offices. Wheelchair arrangements are also made.

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

Yes, the Company has an Equal Opportunity policy. Web link is provided at <https://www.triveniturbines.com/key-policies.html>.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	NA	
Female	50%	50%	NA	
Total	50%	50%		

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

Permanent Workers	NA	
Other than Permanent Workers	NA	
Permanent Employees	Yes	ICC Committee HR Help Desk, Grievance Redressal Register and e-mail id for reporting POSH related complaints and strong whistle blower mechanism is in place to address complaints or issues raised.
Other than Permanent Employees		

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

Category	FY 23 Current Financial Year			FY 22 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	722	Nil	0	603	Nil	0
Male	694	Nil	0	580	Nil	0
Female	28	Nil	0	23	Nil	0
Total Permanent Workers		Nil	0	Nil	Nil	0
Male	Nil	Nil	0	Nil	Nil	0
Female	Nil	Nil	0	Nil	Nil	0

8. Details of training given to employees and workers:

Category	FY 23 Current Financial Year					FY 22 Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill up gradation		Total (D)	On Health and safety measures		On Skill up gradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	694	157	22.9	310	44.6	580	126	21.7	341	58.8
Female	28	6	21.4	11	39.2	23	4	17.3	19	82.6
Total	722	163	22.5	321	44.4	603	130	21.5	360	59.7
Workers										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

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

	FY 23 Current Financial Year			FY 22 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	694	581	83.7	580	495	85.3
Female	28	27	96.4	23	21	91.3
Total	722	608	84.2	603	516	85.5
Workers						
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Total	0	0	0	0	0	0

In case of Additional Details / Write up, write here.

Not Applicable

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity?	YES. The Company is ISO 45001:2018 certified.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	YES! Through Safety committee
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	YES. Through Kaizen and Employee Grievance Reporting system.
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	YES. Access to medical practitioner(s) and emergency medical services is available to employees.

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

Safety Incident/Number	Category	FY 23 Current Financial Year	FY 22 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.000004	0.000008
	Workers	NIL	NIL
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	NIL	NIL
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.

- All Safety related accidents are being investigated and learnings from investigations are shared across organisations for deployment of corrective actions to stop recurrence further.
- Effectiveness of Corrective actions deployed are checked through Safety Audits.
- Various safety-training programmes are conducted at regular intervals.

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

	FY 23 Current Financial Year			FY 22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0		0	0	
Health & Safety	0	0		0	0	

Details / Write up:

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%

In case of Additional Details / Write up,

The Company's Environment, Health and Safety Management system is certified by the Indian Register Quality Systems after the assessment for ISO standard implementation towards working condition and its continual improvements.

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.

We have taken necessary corrective actions for minor safety issues and there are no risks and concerns regarding the same.

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 everyone connected with its business activity (individuals, groups, or organizations) as stakeholder that could impact or be impacted by the Company's decision, activity, or outcome. Stakeholders are also identified by their interest, engagement and influence on the Company's business. Among these stakeholders, the ones having high influence on the Company's business are identified as key stakeholders.

Stakeholders identified by the Company are customers, suppliers, subcontractors, employees, regulatory bodies, shareholders, investors and community.

Customers	Customer constitutes the most primary stakeholder of the company for sustainable growth & development
Suppliers & Subcontractors	Company has significant dependence on Supply chain partners a) Sourcing of Key component items b) Sub-contracting of certain components To maintain sustainable growth, these partners are key elements in meeting the delivery & cost reduction objective
Regulatory bodies	Company operates in variety of sectors, each of which are governed by specific regulatory bodies. In addition to this, there are bodies, which oversee different steps in EPC and manufacturing air pollution control. It becomes important to understand priorities of these agencies and address their concerns, if any, to maintain compliance levels and establish benchmark performance levels.
Shareholder & Investor	Shareholders and investors make an important contribution to the growth of the company by providing financial resources for short term i.e., working capital and long term i.e., capital expenditure and investments. They also play an important role through exercise of their voting rights with respect to important plans of the Company.
Employees & Workforce	Employee skills development, health and well-being are important for the Company's ongoing and future operations.
Communities	Triveni Turbines helps catalyse socio-economic development of communities around its premises and at various locations across the and Focus is on under-privileged and marginalized sections to enable them to bring them on par with others.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customer	No	Business interactions, client satisfaction, Personal visits, Mass media.	Continuous & on-going basis	Customer satisfaction and feedback, Project delivery, timeline, challenges that are faced during execution. Customer stewardship in terms of transparency, informed choices, Customer centric design and innovation

Suppliers & subcontractors	Yes, MSME Vendors	Regular supplier and dealer meets Supplier & vendor meets, Workshops & trainings, Policies.	Continuous training is provided as well as Supplier meets are conducted recently and ongoing meetings are carried on as per requirement offline and online basis. MSME vendors have been identified as vulnerable group and all necessary compliance are carried out	Need and expectation, schedule, supply chain issue, need for awareness and other training, their regulatory compliance, EHS performance etc. Suppliers meet to discuss vision and mission, business plan, supplier awards.
Regulatory bodies	No	Press Releases, Quarterly Results, Annual Reports, Sustainability / Integrated Reports, Stock Exchange filings, issue	As and when required as per Statutory requirements	Reporting requirement, statutory compliance, support from authority and resolution of issues.
Shareholders & Investors	Yes, Minority and Individual Shareholders	Press Releases, Info desk - an online service, dedicated email ID for Investor Grievances, Quarterly Results, and Annual Reports, AGM (Shareholders interaction), Quarterly investor presentation, Investors meets, stock exchange filings and corporate website	Continuous and as per Statutory requirements	To understand their need and expectation which are material to the Company. Key topics are The Company's financial performance, ESG performance
Employees & workforce	Yes, Women Employees	Employee satisfaction surveys, engagement surveys <ul style="list-style-type: none"> • Circular and messages from corporate and line management • Corporate social initiatives • Welfare initiatives for employee and their families • Online news bulletins to convey topical developments • A large bouquet of print and on-line in-house magazines (some location specific, some business-specific), a CSR Programme newsletter 	As and when required.	Employees' growth and benefits, their expectation, volunteering, career growth, professional development and continuing education and skill training etc.
Community	Yes, Some of Companies CSR projects	Direct engagement and through the Company's CSR project	As and when required	Implementing community initiatives and helping them to attain a better standard of living. For making a difference in society and creation an impact through our CSR initiatives.

Principle 5: Businesses should respect and promote human rights.

Essential Indicators

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

Category	FY 23 Current Financial Year			FY 22 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	722	162	22.4	603	115	19
Other than permanent	81	0	0	59	0	0
Total Employees	803	162	20.1	662	115	17.3
Workers						
Permanent	NA	0	0	0	0	0
Other than permanent	NA	0	0	0	0	0
Total Workers	NA	0	0	0	0	0

- The Company employs persons on full-time basis on its rolls. It does not employ any person under the category of workmen.
- The above detail doesn't include contractual manpower & under other than permanent employees, the trainees have been considered.

- Details of minimum wages paid to employees and workers, in the following format:

Category	FY 23 Current Financial Year					FY 22 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)
Employees										
Permanent	722	0	0	722	100	603	0	0	603	100
Male	694	0	0	694	100	580	0	0	580	100
Female	28	0	0	28	100	23	0	0	23	100
Other than Permanent										
Male	80	0	0	80	100	59	0	0	59	0
Female	1	0	0	1	100	0	0	0	0	0
Workers										
Permanent										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Other than Permanent										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0

Note: The above detail doesn't include contractual manpower & under the other than permanent employees, the trainees have been considered.

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	9	25,00,000	1	28,90,000
Key Managerial Personnel**	2	59,87,165	0	NA
Employees other than BoD and KMP	696	9,70,000	22	10,39,000
Workers				

*includes sitting fee and commission

** excludes remuneration paid to any BoD.

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, Head of Administration is responsible for addressing the Human Rights impacts / issues in the organisation.

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

TTL has a Grievance redressal policy, which defines the roles & responsibilities for different authorities for grievance redressal for human rights and accordingly all Grievances, are received, recorded investigated & acted upon for the closure and Head of Administrations is the custodian for Human rights related grievances in the organisation.

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

	FY 23 Current Financial Year			FY 22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil	Nil		Nil	Nil	
Discrimination at workplace	Nil	Nil		Nil	Nil	
Child Labour	Nil	Nil		Nil	Nil	
Forced Labour/Involuntary Labour	Nil	Nil		Nil	Nil	
Wages	Nil	Nil		Nil	Nil	
Other human rights related issues	Nil	Nil		Nil	Nil	

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

Any information, related to conciliation, enquiry, recommendation or action taken is kept confidential and not published, communicated or made known to the public, media or any other concerned personnel's or related party.

All records, including grievance forms, investigation notes, interviews and minutes of meetings will be securely filed and confidentiality is maintained for all parties involved.

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

Yes, in certain business agreements and contracts where relevant. Our POs to contractors cover these clauses.

9. Assessments for the year:

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

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

No violations were highlighted during the assessments carried out by various authorities during the period. In view of the above, no corrective actions are suggested/under-way currently.

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

Essential Indicators

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

Parameter	FY 23 (Current Financial Year)	FY 22 (Previous Financial Year)
Total electricity consumption (A)- Gigajoules	12,129	10,789
Total fuel consumption (B)-Gigajoules	4,989	1,773
Energy consumption through other sources ©-Gigajoules	1,257	1,194
Total energy consumption (A+B+C)-Gigajoules	18,375	13,756
Energy intensity per rupee of turnover-Joules/Rupee	1,476	1,614
Energy 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?
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.**

No

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

Parameter	FY 23 (Current Financial Year)	FY 22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NIL	NIL
(ii) Groundwater	21,587	18,243
(iii) Third party water	NIL	NIL
(iv) Seawater / desalinated water	NIL	NIL
(v) Others	2,105	2,403
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	43,873	50,446
Total volume of water consumption (in kilolitres)	68,831	64,913
Water intensity per rupee of turnover (Water consumed / turnover)-Litres per rupee of turnover	0.0055	0.0076
Water 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?	No	No

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

Yes, the Organisation has Zero liquid discharge mechanism wherein the wastewater is treated and reused.

STP with 25KLD capacity used for internal gardening purpose

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

Parameter	Please specify unit	FY 23 (Current Financial Year)	FY 22 (Previous Financial Year)
Nox	milligram/lit (Avg value)	307	243
Sox	milligram/lit (Avg value)	115	124
Particulate matter (PM) (Avg value)	milligram/lit (Avg value)	422	367
Persistent organic pollutants (POP)		Not Applicable	
Volatile organic compounds (VOC)		Not Significant	
Hazardous air pollutants (HAP)		Not Significant	
Others – please specify		Not Applicable	
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?		No	No

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

Parameter	Unit	FY 23 (Current Financial Year)	FY 22 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	3,718	3,287
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	3,030	2,713
Total Scope 1 and Scope 2 emissions per turnover	grams of CO ₂ equivalent per rupee of turnover	0.54	0.70
Total Scope 1 and Scope 2 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)		No	No

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.
 Yes, we are increasing our renewable energy production by 1.3 MVA in FY 24 to significantly reduce our GHG emissions

8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 23 (Current Financial Year)	FY 22 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0.19	0.14
E-waste (B)	0.63	Nil
Bio-medical waste (C)	NIL	Nil
Construction and demolition waste (D)	NIL	Nil
Battery waste (E)	NIL	Nil
Radioactive waste (F)	NIL	NIL
Other Hazardous waste. Please specify, if any. (G)	29	30
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	294	221
Total (A+B + C + D + E + F + G + H)	323	265
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		
Total	0	0

Parameter	FY 23 (Current Financial Year)	FY 22 (Previous Financial Year)
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
Total	323	265
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?	No	No

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

Responsible disposal of all waste generated meeting the PCB norms. The Company have a mechanism to recycle products & waste. Lubricating oil is recycled using centrifuge filtering process to remove suspended solids and impurities. ~85-88% of lubricating oil is recovered and reused by this process. Further, the steel scrap arising out of the manufacturing process are sent back for recycling and reuse. The Company thus ensures almost 100% recycle of steel waste during production with negligible waste.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
			Not applicable

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

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

Not applicable

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

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

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

1. a. Number of affiliations with trade and industry chambers/ associations. 6
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body the entity is a member of/ affiliated to).

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Confederation of Indian Industries (CII)	National
2.	Federation of Indian Chambers of Commerce & Industries (FICCI)	National
3.	The Sugar Technologies Association of India (STAI)	National
4.	International Society of Sugarcane Technologists (ISSCT)	International
5.	Peenya Industry Association (PIA)	State
6.	Bangalore Chambers of Industries & Commerce (BCIC)	State

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

Name of authority	Brief of the case	Corrective action taken
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Not applicable. No corrective actions are taken or underway on any such issues.

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
Not applicable					

As per applicable laws, Social Impact Assessment, SIA is not applicable for any of the projects undertaken by the Company.

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

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

The Company has no projects related to Rehabilitation & Resettlement as on date.

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

Communities in which the Company undertakes its business operations have access to the location in-charge of the Company. For its manufacturing and service centres, this is clearly defined as the factory managers and for its installation sites under progress, it is the site in-charge and project manager. Through these authorities, any member of the community can register their feedback and complaint. The same are brought to the notice of relevant managerial person and addressed to resolve the issue.

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

	FY 23 Current Financial Year	FY 22 Previous Financial Year
Directly sourced from MSMEs/ small producers	41%	37%
Sourced directly from within the district and neighbouring districts	37%	29%

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.**

Customer complaints are received by the Company employees facing customers. These are recorded and monitored for satisfactory resolution in Primavera-based Customer Complaint Resolution System (CCRS). The complaints are registered throughout product lifecycle from start of installation to end of life.

Feedback from customers is sought for during business transactions - from sales phase to aftermarket service. This is analysed on various parameters and monitored as Customer Satisfaction (C-SAT) score.

On annual basis also, customer feedback is solicited through independent agency and Net Promoter Score (NPS) is measured for various business segments and markets. Improvement actions on C-SAT score and NPS are identified, planned, executed and tracked.

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

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

information provided to customers with Operations & Maintenance Manual.

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

	FY 23 Current Financial Year			FY 22 Previous Financial Year		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	0	2	0	We have received zero complaints in the aspects of Data Privacy, Advertising, Cyber security in FY 23
Advertising	0	0		0	0	
Cyber security	0	0		0	0	
Delivery of essential services	0	0		0	0	
Restrictive Trade Practices	0	0	0	0	0	0
Unfair Trade Practices	0	0	0		0	
Other	36	1	(a)	23	1	(b)

Note

- a. 28 Complaints Closed, 8 Complaint addressed by the Company & awaiting customer confirmation.
 b. 19 Complaint Closed 6 Complaints addressed by the Company & awaiting customer confirmation.

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

	Number	Reasons for recall
Voluntary recalls	0	NA
Forced recalls	0	NA

Additional Details if any

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.

Triveni Turbine Limited is committed to an orderly and efficient product and service delivery to its customers through strict adherence to risk-based information security governance framework. This is to ensure constant monitoring, reviewing, exception reporting and taking actions thereon for improving effectiveness of information security management system.

The Information Security Policy (ISP) of TTL is applicable to all information assets of the Company and our stakeholders. The Information Security Policy is applicable to all employees and third parties of the Company and is available on the Company's website: <https://www.triveniturbines.com/>.

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

No issues reported during the year.

For and on behalf of the Board of Directors

Noida
 May 16, 2023

Dhruv M Sawhney
 Chairman and Managing Director
 DIN: 00102999