

## ANNEXURE VII TO THE DIRECTORS' REPORT

BUSINESS RESPONSIBILITY AND  
SUSTAINABILITY REPORTING

The Directors present the Business Responsibility and Sustainability Reporting for the financial year ended on 31<sup>st</sup> March, 2025

## SECTION A: GENERAL DISCLOSURE

## I. Details of Listed Entity

1	Corporate Identity Number (CIN) of the Company	L26910GJ1998PLC034400
2	Name of the Company	CERA Sanitaryware Limited
3	Year of Incorporation	1998
4	Registered Office address	9, GIDC Industrial Estate, Kadi-382715, Dist. Mehsana, Gujarat, India.
5	Corporate Address	7 <sup>th</sup> & 8 <sup>th</sup> Floor, B Wing, Privilon, Ambli BRTS Road, ISKCON Crossroads, Ahmedabad - 380059
6	Email ID	kadi@cera-india.com
7	Telephone	02764 - 243000, 242329 079 - 49112222
8	Website	www.cera-india.com
9	Financial year of which Reporting is being done	2024-25
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
11	Paid Up Capital	Rs. 644.88 Lakhs
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	Hemal Sadiwala 2764-243000, 242329 hemal.sadiwala@cera-india.com
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone
14	Name of assessment or assurance provider	-
15	Type of assessment or assurance obtained	-

## II. Products/Services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Manufacturing and Trading	Manufacturing and Trading of Sanitaryware, Faucet ware, Tiles, Bathroom Accessories & Allied products.	100%

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

S. No.	Product/Service	NIC Code	% of Total Turnover contributed
1	Manufacturing and Trading of Sanitaryware	23922	45%
2	Manufacturing and Trading of Faucetware	28132	39%
3	Manufacturing and Trading of Bathroom Accessories & Allied products	28132	06%
4	Trading of Tiles	23912	10%

\*NIC -2008

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

Location	Number of Plants	Number of Offices*	Total
National	2	30	32
International	-	-	-

(\* Including Depots)

**19. Markets served by the entity:**
**a. Number of locations**

Location	Number
National (No. of states)	28 States 08 Union Territories
International (No. of countries)	29

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

Exports contribute 1% to the total turnover.

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

Customer Segment	Distribution Channel	Customer Type
Individual Segment	Dealers and sub-dealers' network	Individual homeowners, small-scale buyers
Institutional Customers	Direct engagement	Construction companies, real estate developers, government bodies, large entities

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	1240	1158	93%	82	7%
2.	Other than Permanent (E)	213	207	97%	6	3%
<b>3.</b>	<b>Total Employees (D + E)</b>	<b>1453</b>	<b>1365</b>	<b>94%</b>	<b>88</b>	<b>6%</b>
<b>WORKERS</b>						
4.	Permanent (F)	1234	1232	99.8%	2	0.2%
5.	Other than Permanent (G)	2924	2726	93%	198	7%
<b>6.</b>	<b>Total workers (F + G)</b>	<b>4158</b>	<b>3958</b>	<b>95%</b>	<b>200</b>	<b>5%</b>

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

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

**21. Participation/Inclusion/Representation of women (As on 31<sup>st</sup> March, 2025)**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	2	28.6%
Key Management Personnel	2	0	-

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

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	25%	16%	24%	23%	13%	22%	19%	19%	19%
Permanent Workers	4%	0%	3%	3%	0%	3%	4%	0%	4%

**V. Holding, Subsidiary and Associate Companies (Including Joint Ventures)****23. (a) Names of holding / subsidiary / associate companies / joint ventures**

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business. Responsibility initiatives of the listed entity? (Yes/No)
1	Packcart Packaging LLP	Subsidiary	51%	No
2	Race Polymer Arts LLP	Subsidiary	51%	No

**VI. CSR DETAILS**

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013 (Yes/No) - Yes  
(ii) Turnover (in Rs.) - Rs. 1,91,525.12 Lakhs  
(iii) Net worth (in Rs.) - Rs. 1,35,034.32 Lakhs

**VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES**

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
		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	CERA has implemented a Vigil Mechanism (whistleblower mechanism) to address grievances. Vigil Mechanism Policy link: <a href="https://www.CERA-india.com/policy-and-statutory-documents/vigil-mechanism-whistle-blower-policy">https://www.CERA-india.com/policy-and-statutory-documents/vigil-mechanism-whistle-blower-policy</a>	0	0	-	0	0	-
Investors (Other than shareholders)		0	0	-	0	0	-
Shareholders	Additionally, the Company has also implemented a Vishwaas Setu established for daily shop floor grievances and support management tool as a redressal mechanism; for its workers.	13	0	-	4	1	-
Employees and workers		0	0	-	0	0	-
Value Chain Partners	For shareholders and investors, there is a dedicated email ID along with Contact details for their queries/grievances, the same is placed on the website of the Company	0	0	-	0	0	-
Other (please specify)	Grievance Redressal Mechanism Policy link: <a href="https://www.cera-india.com/policy-and-statutory-documents">https://www.cera-india.com/policy-and-statutory-documents</a>	0	0	-	0	0	-

**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	Classification (Risk/ Opportunity)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial Implications
1	<b>GHG and Energy Management</b>	Risk and Opportunity	<p><b>Risk</b></p> <p>The manufacturing processes of sanitaryware, faucet ware, bathroom accessories involve the consumption of electricity and natural gas for operating kilns which results in greenhouse gases emissions (GHGs).</p> <p><b>Opportunity</b></p> <p>Adopting energy efficiency initiatives and integrating renewables into the energy mix, CERA can reduce operational costs and strengthen its position as a responsible brand.</p>	<p>CERA has set up solar and wind plants with a combined capacity of 10.325 MW, generating 13,000 MWh. This setup sufficiently meets around 60% of the electricity requirements, thus reducing its dependency on grid electricity.</p> <p>Further, the Company has also installed a waste heat recovery system, which optimizes energy extraction/utility from fuels.</p> <p>Our R&amp;D unit explores various alternatives aimed at reducing fuel consumption, including using fuel-efficient burners and incorporating newer energy-saving technologies.</p>	Positive & Negative

Sr No.	Material Issue Identified	Classification (Risk/ Opportunity)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial Implications
2	Water Management	Risk & Opportunity	<p><b>Risk:</b></p> <p>Water is crucial in the mixing and moulding stages of production. Improper water management poses risks to operations, increases costs, and could result in non-compliance which affects the business continuity.</p> <p><b>Opportunity:</b></p> <p>Implementing water management practices that optimize water usage is critical to reduce the dependency on freshwater sources. Additionally, incorporating water-efficient product designs and manufacturing fosters resilience and encourages innovation within our business model.</p>	<p>The Company recognises the importance of the water and it has installed state-of-the-art ETP, STP, MEE, RO units in the manufacturing facility to treat the effluents. Further, the company reuses the treated water in the production process, gardening and other applications. This has enabled us to achieve Zero Liquid Discharge (ZLD) in our operations.</p> <p>we have developed a fully functional rainwater-harvesting system by maintaining over 10 wells within the premises. This water is further treated and reused in production which reduces the dependency on groundwater.</p> <p>As a socially responsible corporate citizen, CERA prioritizes water-efficient product design, with 48% of its portfolio consisting of water-saving products.</p>	Positive & Negative
3	Waste Management	Opportunity	<p>The majority of the waste generated in the Company's operations is recyclable. Through 'Waste Minimization and Waste Utilization' initiative, the company has undertaken several measures to reduce, reuse, and recycle its waste.</p> <p>Repurposing waste at various production stages (including both unfired and fired waste) and implementing stringent pollution control measures reduces environmental impact and provides a competitive edge in the market.</p>		Positive

Sr No.	Material Issue Identified	Classification (Risk/ Opportunity)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial Implications
4	<b>Community (CSR)</b>	Opportunity	<p>The Company demonstrates its commitment to social responsibility through the implementation of strategic and trust-based community development interventions.</p> <p>The Company actively engages with local communities and participates in various social welfare activities.</p> <p>These programs enhance the company's engagement with surrounding communities and contribute to strengthening its social commitments.</p>		Positive
5	<b>Human Rights</b>	Risk & Opportunity	<p><b>Risk:</b> Adhering to human rights principles is a fundamental responsibility of the company. It is essential to prioritize compliance with laws and regulations related to human rights. Failure to do so can lead to legal consequences and negatively affect the company's reputation and brand perception.</p> <p><b>Opportunity:</b> Adhering to ethical labour practices and promoting diversity, equity and inclusion through stakeholder engagement reinforces our position as a responsible and preferred employer.</p>	<p>At CERA, we are dedicated to safeguarding the human rights of our employees and workers.</p> <p>We have adopted various policies including Code of Conduct, Anti-Corruption Policy, Business Ethics &amp; Labour Policy, Policy on Child Labour &amp; Forced Labour, Policy on Sexual Harassment, Whistle-blower Policy.</p> <p>These policies serve as guiding principles for us to establish and implement processes and procedures aimed at eliminating all forms of human rights violations.</p>	Positive & Negative

Sr No.	Material Issue Identified	Classification (Risk/ Opportunity)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial Implications
6	<b>Employee Safety and Well-being</b>	Opportunity	At CERA, we consider our employees as our most valuable asset. CERA is ISO 45001:2018 certified, which ensures our compliance with health and safety practices. This along with our focus on employee engagement initiatives play a crucial role in enhancing the productivity of the company.		Positive
7	<b>Product Quality and Brand Image</b>	Opportunity	To distinguish ourselves as a leading market player and the most preferred consumer brand in sanitaryware and bathroom allied products, CERA has established strong market connects and built legacy brands that ensure consumer satisfaction.		Positive
8	<b>Supply Chain Management</b>	Opportunity	<p>A resilient supply chain is key to optimizing operations, enhancing efficiency, and gaining a competitive advantage. Establishing long-term relationships with our suppliers, dealers, and retailers fosters trust and reliability, leading to smoother operations and consistent product quality.</p> <p>Our business continuity plan and risk management plan comprehensively address all foreseeable risks within our supply chain, with necessary measures in place to mitigate any disruptions that may arise.</p>		Positive

**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**



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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
<b>1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>									
Policy for Preservation of Documents	✓								
Related Party Transaction	✓								
Code of Fair Disclosure	✓								
Code of Conduct	✓				✓				
Code for Insider Trading	✓			✓					
CSR Policy				✓				✓	
Vigil Mechanism (Whistle blower policy)	✓		✓	✓			✓		✓
Policy for Determining Materiality of Events	✓			✓					
Archival Policy	✓								
Nomination and Remuneration Policy	✓								
Dividend Distribution Policy				✓					
Policy for determining Material Subsidiary	✓								
Anti-Corruption Policy	✓								
Business Ethics & Labour Policy	✓		✓		✓				
Discipline and Grievance Policy			✓	✓					
Environmental Policy		✓				✓			
Occupational Health & Safety Policy			✓						
Policy on Child Labor & Forced Labor					✓				
POSH Policy					✓				
Quality Policy		✓							
BRS Policy	✓	✓	✓	✓	✓	✓	✓	✓	✓
b. Has the policy been approved by the Board? (Yes/No)	✓	✓	✓	✓	✓	✓	✓	✓	✓
c. Web Link of the Policies, if available	<a href="https://www.CERA-india.com/policy-and-statutory-documents">https://www.CERA-india.com/policy-and-statutory-documents</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	✓	✓	✓	✓	✓	✓	✓	✓	✓
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No, the Company encourages its value chain partners to adopt best practices to achieve responsible business operations.								
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001:2015 Quality Management System ISO 45001:2018 Safety Management System ISO 14001:2018 Environment Management System Product confirmation to BIS (ISI) CE IAPMO								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Our company is certified with ISO 14001:2018 for environmental management systems. We have established internal targets for energy and water consumption, as well as waste generation. These targets are established by the taskforce and operation control teams led by HODs. Regular assessments and monitoring ensure alignment with our overarching goals, fostering a culture of continuous improvement and environmental stewardship across our operations.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The performance of these targets is integral to the company and is assessed by the respective HODs.								

### 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)	<p>At CERA, we remain committed to integrating Environmental, Social, and Governance (ESG) principles into every aspect of our business. We approach ESG matters holistically, recognising their critical role in shaping sustainable and responsible growth.</p> <p>The sector's growth, driven by changing consumer preferences and national priorities, is expected to support long-term, sustainable progress for committed players like us. As India moves toward modern, wellness-focused living, we continue to innovate and stay aligned with evolving customer needs. The formalisation of the sanitaryware sector, supported by recent reforms, has strengthened the organised market and expanded its reach. We aim to minimise our environmental footprint by investing in energy-efficient processes and responsible sourcing, with approximately 48% of our product portfolio comprising water-saving solutions. On the social front, our focus remains on ensuring workplace safety, supporting employee well-being, and enabling inclusive growth through deeper community engagement. Governance is a cornerstone of our operations, grounded in transparency, accountability, and ethical conduct.</p> <p>With these three levers of ESG guiding us at the core of our strategy, we remain committed to embedding sustainability, driving long-term value creation for all stakeholders.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<ul style="list-style-type: none"> <li>DIN Number: 09290890</li> <li>Name: Mr. Anupam Gupta</li> <li>Designation: Executive Director (Technical)</li> <li>Telephone: (02764) 243000, 242329</li> </ul>								
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 Risk Management Committee (RMC), comprising members of the Board and the KMP, is responsible for overseeing and guiding the management of risks related to Environmental, Social, and Governance (ESG) aspects.								

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

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	The review is undertaken by the Executive Director (Technical)									Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	At CERA, we have implemented internal control measures to regularly check compliance requirements.									Quarterly								

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**

The entity has not conducted any independent assessment or evaluation of its policies. However, we ensure that internal control procedures and periodic assessments of our operations are conducted to verify compliance with our policies.

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

**SECTION C PRINCIPLE-WISE PERFORMANCE DISCLOSURE**



**PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY 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 Key Managerial Personnel	As part of the Board and Committee meetings, a total of 19 programs were held	<ul style="list-style-type: none"> <li>- Corporate governance</li> <li>- Companies Act, and rules made there under</li> <li>- SEBI regulations</li> <li>- ESG related issues &amp; updates</li> <li>- CSR initiatives</li> <li>- Risk management</li> </ul>	97%
Employees other than BoD and KMPs	198	<ul style="list-style-type: none"> <li>- Familiarization programmes</li> <li>- Health and safety trainings</li> <li>- Skill upgradation</li> <li>- POSH</li> <li>- Leadership</li> <li>- Mental Health</li> </ul>	68%
Workers	190	<ul style="list-style-type: none"> <li>- Data security</li> <li>- Health and safety trainings</li> <li>- Skill upgradation</li> <li>- POSH</li> <li>- Mental Health</li> </ul>	60%

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 Settlement Compounding Fee	Nil				

	Monetary			
	NGRBC Principle	Name of the Regulatory Enforcement Agencies/Judicial Institutions	Brief of the Case	Has an Appeal been preferred? (Yes/No)
Imprisonment 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.**

Yes, CERA has implemented an Anti-Corruption Policy that emphasizes ethical business practices as a core value, supported by the board, and senior management. The company does not participate in or tolerate any form of bribery or corruption. We are committed to complying with all legal requirements related to anti-bribery and corruption. All allegations of ethical misconduct reported are thoroughly investigated and addressed. Ethical business practices are further reinforced through transparent financial reporting.

Policy Link: <https://www.cera-india.com/sites/default/files/2022-05/Anti-Corruption-Policy.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:** No directors, key management personnel, employees, or workers have faced disciplinary actions by law enforcement agencies for allegations related to bribery or corruption.
6. **Details of complaints with regard to conflict of interest:** No complaints received in relation to issues of conflicts of interest of Directors / KMPs.
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
8. **Number of days of accounts payables in the following format:**

	FY 2024-25	FY 2023-24
Number of days of accounts payables	56	66

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

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	2.65%	6.61%
	b. Number of trading houses where purchases are made from	15	14
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	97.43%	71.42%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	65%	67%
	b. Number of dealers / distributors to whom sales are made	2992	3257
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	12.25%	14.68%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	4.27%	6.70%
	b. Sales (Sales to related parties / Total Sales)	Nil	0.00%
	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

**Leadership Indicators**

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

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

The Company has been encouraging its vendors to follow the path of sustainability. The Company has a strong emphasis on ESG factors in addition to general competencies, finances, and capacity. CERA regularly conducts training sessions for plumbers and masons to enhance their technical skills and product knowledge. These sessions empower participants to earn better wages, address customer queries effectively, and ensure hassle-free product installation.

**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, CERA has implemented a comprehensive code of conduct for Directors, Key Management Personnel (KMPs), and Senior Management Persons (SMPs), aimed at addressing conflicts of interest among board members. This code requires all individuals to disclose any potential conflicts of interest related to board matters and to abstain from participating in discussions or voting on such matters. All members are required to declare that they do not have any conflicts of interest at the end of the financial year.

Policy link:

<https://www.CERA-india.com/policy-and-statutory-documents/code-of-conduct>.

## PRINCIPLE 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

### Essential Indicator

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

	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	16%	11%	Details are mentioned in Annexure III of the Directors' Report.
Capex	13%	38%	

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

Yes, CERA has instituted responsible sourcing procedures. The primary raw material, clay, is largely sourced from within the same state or neighbouring states as the manufacturing facility, thereby reducing emissions associated with transportation. We prioritise sourcing from suppliers who are reputable and adhere to environmental standards. Our vendor selection process emphasises responsible business conduct, and we prioritize establishing long-term partnerships with suppliers who align with our values. CERA operates with a just-in-time vendor system, optimising inventory, reducing material wastage, and enhancing supply chain logistics.

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

Raw material purchase from neighbouring states 78%.

- 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.

We do not reclaim any of our products at the end of their life cycle due to their long lifespan. However, we ensure proper disposal of plastic, e-waste, and hazardous waste in accordance with CPCB compliance norms.

- 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, EPR is applicable for our activities and we adhere to Extended Producer Responsibility (EPR) compliance norms and regulations as mandated by the Central pollution control boards.

### Leadership Indicators

- 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? : Not Applicable
- 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. Not Applicable
- 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	FY 2023-24
Green Waste	12%	12%
Fired Waste	10%	10%

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			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	We do not reclaim any of our products at the end of their life cycle due to their long lifespan. Nevertheless, we optimize waste disposal through a circular approach, maximizing reuse and recovery wherever applicable.					
E-waste						
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
At CERA, we do not reclaim our sold products at the end of their life cycle due to their long lifespan. The cardboard used in our packaging material is recyclable.	

**PRINCIPLE 3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS**

Essential Indicator

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

Category	% 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	1158	726	63%	1158	100%	0	0%	0	0%	0	0%
Female	82	41	50%	82	100%	82	100%	0	0%	15	18%
<b>Total</b>	<b>1240</b>	<b>767</b>	<b>62%</b>	<b>1240</b>	<b>100%</b>	<b>82</b>	<b>7%</b>	<b>0</b>	<b>0%</b>	<b>15</b>	<b>1%</b>
<b>Other than Permanent employees</b>											
Male	207	207	100%	207	100%	0	0%	0	0%	0	0%
Female	6	6	100%	6	100%	6	100%	0	0%	0	0%
<b>Total</b>	<b>213</b>	<b>213</b>	<b>100%</b>	<b>213</b>	<b>100%</b>	<b>6</b>	<b>3%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

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 employees</b>											
Male	1232	1111	90%	1232	100%	0	0%	0	0%	0	0%
Female	2	2	100%	2	100%	2	100%	0	0%	2	100%
<b>Total</b>	<b>1234</b>	<b>1113</b>	<b>90%</b>	<b>1234</b>	<b>100%</b>	<b>2</b>	<b>0.2%</b>	<b>0</b>	<b>0%</b>	<b>2</b>	<b>0.2%</b>
<b>Other than Permanent Workers</b>											
Male	2726	2726	100%	2726	100%	0	0%	0	0%	0	0%
Female	198	198	100%	198	100%	198	100%	0	0%	198	100%
<b>Total</b>	<b>2924</b>	<b>2924</b>	<b>100%</b>	<b>2924</b>	<b>100%</b>	<b>198</b>	<b>7%</b>	<b>0</b>	<b>0%</b>	<b>198</b>	<b>7%</b>

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

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the company	0.13%	0.11%

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

Benefits	FY 2022-24			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	3.31%	90%	Y	5.67%	91.02%	Y
Others- please specify	-	-	-	-	-	-

3. **Accessibility of workplaces**

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

At CERA, we are committed to fostering an inclusive and supportive work environment for all the employees. We have mapped certain roles where differently abled employees can work without any constraints. We sensitize employees to raise awareness of the needs and requirements of differently-abled individuals, enabling our employees to offer appropriate assistance when needed.

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.**

The Company's policies—such as the Business Ethics Policy, Labour Policy, and the Policy on Child and Forced Labour—demonstrate a strong commitment to providing equal opportunities for all individuals, irrespective of caste, creed, gender, nationality, colour, race, religion, disability, or sexual orientation. Our BRS Policy also reinforces this commitment as per the act.

Policy link: <https://www.CERA-india.com/policy-and-statutory-documents>

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	NA
Female	100%	NA	NA	NA
<b>Total</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

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.**

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	At CERA, we have established a robust grievance mechanism for our workforce, derived from our grievance policy.
Other than Permanent Workers	We have established daily shop floor grievance mechanisms Vishwaas Setu where VP of HR, the DGM of IR, and the Head of Security conduct shop floor visits to address any grievances of the workforce. This approach ensures prompt resolution of issues and fosters a supportive work environment.
Permanent Employees	We have established a whistleblower mechanism for our employees to disclose concerns about unethical behaviour, improper practices, and wrongful conduct. We provide safeguards to whistleblowers and stakeholders assisting investigations.
Other than Permanent Employees	We also hold monthly meetings with union representatives, these meetings are attended by the DGM (IR) and AM (IR).

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

Category	FY 2024-25			FY 2023-24		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>	1240	0	0%	1231	0	0%
- Male	1158	0	0%	1148	0	0%
- Female	82	0	0%	83	0	0%
<b>Total Permanent Workers</b>	<b>1234</b>	<b>1234</b>	<b>100%</b>	<b>1279</b>	<b>1274</b>	<b>99.6%</b>
- Male	1232	1232	100%	1277	1272	99.6%
- Female	2	2	100%	2	2	100%

8. Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	1158	465	40%	771	67%	1148	415	36%	425	37%
Female	82	24	29%	30	37%	83	8	10%	8	10%
<b>Total</b>	<b>1240</b>	<b>489</b>	<b>39%</b>	<b>801</b>	<b>65%</b>	<b>1231</b>	<b>423</b>	<b>35%</b>	<b>433</b>	<b>36%</b>
<b>Workers</b>										
Male	1232	1133	92%	1133	92%	1277	971	76%	1277	100%
Female	2	2	100%	2	100%	2	2	100%	2	100%
<b>Total</b>	<b>1234</b>	<b>1135</b>	<b>92%</b>	<b>1135</b>	<b>92%</b>	<b>1279</b>	<b>973</b>	<b>76%</b>	<b>1279</b>	<b>100%</b>

Note: All workers and employees working at the plant have been trained on health and safety measures. Only employees located at sales offices are currently exempted from this training. By the 'One Culture, One Communication', CERA contributes to inclusive growth and skill development for its employees and workforce.

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	1158	1074	93%	1148	1148	100%
Female	82	74	90%	83	83	100%
<b>Total</b>	<b>1240</b>	<b>1148</b>	<b>93%</b>	<b>1231</b>	<b>1231</b>	<b>100%</b>
<b>Workers</b>						
Male	1232	1232	100%	1277	1277	100%
Female	2	2	100%	2	2	100%
<b>Total</b>	<b>1234</b>	<b>1234</b>	<b>100%</b>	<b>1279</b>	<b>1279</b>	<b>100%</b>

## 10. Health and safety management system:

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

Yes, CERA has implemented a comprehensive health and safety management system, ISO 45001:2018 across the facilities. We uphold an Occupational Health & Safety Policy that underscores our dedication to the well-being and safety of our employees as our top priority and fundamental objective. We adhere to compliance of health and safety regulations, as per the Gujarat State Factories Rules, which is integral to ensuring a safe workplace environment for all employees.

We aim to minimize health and safety risks by leveraging technology and implementing safe work practices, all in the pursuit of sustainable development. To further strengthen safety practices, CERA has celebrated the National Safety Week with a series of initiatives focused on promoting awareness and engagement among employees. The week-long campaign included practical, shop-floor safety training to help employees apply safe practices in their daily tasks. Activities such as safety quizzes, slogan and poster competitions, essay writing, a safety march, and a safety oath ceremony were conducted to reinforce safety protocols. During these events, employees reaffirmed their commitment to safety norms. Safety banners and badges were used across the plant to enhance safety awareness and employee accountability.

Policy Link:

<https://www.CERA-india.com/sites/default/files/2022-05/Occupational-Health-Safety-Policy.pdf>

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

At CERA, we have implemented Hazard Identification and Risk Assessment (HIRA) process to identify work-related hazards. Our dedicated health and safety team conducts regular inspections to identify potential hazards, incorporating feedback from employees and workers. Identified hazards are mitigated with the assistance of Plant Engineering team and Department Heads. Additionally, we conduct third-party safety audits and ensure compliance. We promote a safety culture by encouraging prompt reporting of unsafe acts, hazardous conditions, near misses, or work-related risks to the health and safety team.

Further, we have integrated a Kaizen system focused on safety to identify and mitigate work-related hazards. To encourage active participation from our workforce, we have introduced Kaizen coupons for participants in this program. These coupons serve as tokens of encouragement for our workforce and helps us to identify the work-related hazards.

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

At CERA, we actively encourage our workers to report any work-related hazards to our safety team or supervisor. Upon receiving reports, the respective team investigates the hazards and implements necessary corrective actions, reinforcing our commitment to creating a safe and aware workplace environment. If employees feel unable to work in their current department due to health concerns, they can request assistance from the HODs. After reviewing their situation, HR assesses them for a suitable role and transfers them to another department that better accommodates their needs. This comprehensive approach reflects our dedication to creating a safe and supportive work environment for all employees.

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

Yes, CERA's manufacturing facility is equipped with an Occupational Health Centre (OHC) to ensure prompt and efficient healthcare response for the workforce. Employees and workers are covered by health insurance, and those not included in these insurance schemes have access to the ESIC program. Additionally, we organize annual health check-up programs at all operational sites, complemented by twice-a-month health check-ups conducted under the Shramyogi Vaan initiative. In case of emergencies, we have a tie-up with a local hospital (Rhythm) to ensure timely medical support. Awareness programs are also regularly conducted to educate the workforce on the prevention of tobacco, alcohol, and drug use, promoting overall well-being.

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

Safety Incident/Number	Category*	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	2.79	5.24
Total recordable work-related injuries	Employees	-	-
	Workers	10	19
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

*\*Including in the contract workforce.*

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

At CERA, we are committed to health and safety of our employees by eliminating unsafe conditions and acts within the workplace. As a preventive measure, workers are allowed to begin work only after receiving a safety briefing on the tasks involved. For all safety-related incidents, our safety team conducts root cause analysis and implements corrective actions to eliminate hazards. To reduce ergonomic impact, we have introduced stack lifters, forklifts, trolleys, and designated internal movement pathways, minimizing physical stress. We also ensure a clean and hygienic work environment. We have 60 trained first aiders workers and 750+ trained firefighting workers. The dedicated safety committee, comprising 11 management representatives and 12 workers, facilitates discussions on all safety-related aspects, fostering collaboration between management and workers to maintain a safe work environment.

**Comprehensive training and awareness programs on health and safety practices**

Hazard response	Safety systems	Infrastructure utility
<ul style="list-style-type: none"> <li>- Emergency mock drills</li> <li>- Work permit system training</li> <li>- Road safety &amp; helmet usage</li> <li>- Awareness on working at heights</li> <li>- Accident prevention</li> <li>- Firefighting drills</li> <li>- Construction site safety</li> <li>- PPE usage training</li> </ul>	<ul style="list-style-type: none"> <li>- Lockout-Tagout (LOTO) integrated with Work Permit System</li> <li>- Near-miss reporting across departments</li> <li>- Internal safety reviews and compliance tracking</li> </ul>	<ul style="list-style-type: none"> <li>- Fire extinguishers, hydrant systems across the plant</li> <li>- Detection systems at critical locations</li> <li>- Safety guard installations (e.g., conveyors)</li> <li>- Railings at elevated/hazardous zones</li> <li>- Eyewash stations, dust extractors, and other protective infrastructure</li> </ul>

During FY 2024-25, a total of 147 safety training sessions were conducted. Practical training was provided to 427 members of the workforce on firefighting, including the use of fire hoses and extinguishers, of which 84 members were further trained on emergency rescue procedures. Toolbox talks are conducted for the workforce to reinforce safety procedures and promote a culture of awareness to mitigate workplace risks. Further, we have plans to provide appropriate training for our offsite employees. All these initiatives aim to foster a culture of safety, supported by continuous communication, education, and engagement, reinforcing everyone’s role in incident prevention

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

	FY 2024-25			FY 2023-24		
	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	-	-	NA	-	-	NA
Health & Safety	-	-	NA	-	-	NA

## 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 &amp; safety practices and working conditions.

The Company implements corrective actions based on the relevance and severity assessments, which helps prioritize corrective actions for the implementation. As part of our safety enhancement efforts, detailed audits were carried out across operational areas. Based on the findings, corrective and preventive measures were implemented. These included improved machine guarding, enhanced barricading, reinforcement of PPE usage and provision of additional protective gear, including masks and protective spectacles. Key safety infrastructure such as eyewash stations, dust extraction systems, and fire safety provisions were also installed. Targeted safety trainings, along with improvements to operational safety controls in high-risk areas, were enhanced to ensure workers are well-equipped to operate safely in dynamic and potentially hazardous environments, reinforcing both compliance and workforce well-being.

## 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, CERA has established an internal group policy to support the families of deceased employees, ensuring they receive financial assistance in the event of unfortunate loss. Through the Kamdar Kalyan Yogna Fund, we provide specified benefits for both natural and accidental deaths, reflecting our commitment to the well-being of our employees and their families. Additionally, we offer financial aid to cover funeral expenses, to the legal heirs of the deceased employees, as a small gesture of support during difficult times.

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

CERA is committed to maintaining transparent business practices across the value chain. We actively encourage our value chain partners to fulfil their obligations by deducting and depositing all statutory dues.

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

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	-	-	-	-
Workers	-	-	-	-

## 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	-
Working Conditions	-

## 6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners. Not applicable.

Not Applicable

**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 has mapped its internal stakeholders, such as BODs, KMPs, employees, workers, and external stakeholders, including suppliers, consumers, dealers, investors, regulatory bodies, communities, and associations. We have prioritized all the stakeholders based on their level of influence and interest in the company. Additionally, we have established a feedback mechanism for these stakeholders which helps to integrate the stakeholder considerations into decision-making processes across the organization.

**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
Investors	No	<ul style="list-style-type: none"> <li>- Quarterly financial results</li> <li>- Annual report</li> <li>- Investor presentations &amp; meetings</li> <li>- Annual General Meeting</li> <li>- Earnings conference call</li> <li>- Regulatory Filing</li> </ul>	Annually, quarterly, periodically	<ul style="list-style-type: none"> <li>- Business Updates</li> <li>- Financial information- Market developments</li> <li>- Non-financial disclosures</li> <li>- ESG</li> </ul>
Government and Regulatory Bodies	No	<ul style="list-style-type: none"> <li>- Regulatory filings</li> <li>- Facility inspections</li> <li>- Annual report</li> </ul>	As per applicable rules/regulations	<ul style="list-style-type: none"> <li>- Audit and inspections requirements</li> <li>- Policy requirements</li> <li>- NGRBC and BRSR compliances</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>- Induction program</li> <li>- Training programmes</li> <li>- Intranet portals</li> <li>- Performance appraisal reviews</li> </ul>	Periodically/ Regularly at the time of joining	<ul style="list-style-type: none"> <li>- Training requirements</li> <li>- Employee well-being, health, and safety</li> <li>- Perks &amp; remuneration-engagement programme</li> </ul>
Consumers or End Users	No	<ul style="list-style-type: none"> <li>- Advertisement, exhibitions and events</li> <li>- Digital and social media connect</li> <li>- Dealer showrooms</li> <li>- Brochures and catalogues</li> <li>- Website</li> <li>- Phone calls, e-mails and meetings</li> </ul>	Periodically/ Regularly	<ul style="list-style-type: none"> <li>- Product details</li> <li>- Product pricing</li> <li>- Product feedback</li> <li>- New product development</li> <li>- Better service</li> </ul>

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
Industry Bodies and Associations	No	- Participation in industry forums	Periodically Regularly	- Discussions on the issues faced by the Ceramic sector and housing & construction sector - Knowledge exchange and latest trends in the Ceramic industry
Communities	Yes	- CSR projects through surveys and focused group discussions - Discussions - Visits	Periodically Regularly	- Community needs - Selection of new projects based on needs - Monitoring and evaluation of on-going projects - Welfare of marginalized and vulnerable sections of the society
Suppliers	No	- E-mails and phone calls - Meets - Purchase order	Periodically Regularly	- Pricing and quality issues - Supply chain issues/ solutions- Capacity development - New material development
Dealers	No	- Advertisement, exhibitions and events - Company's Website - Meetings - Conferences & awards ceremony - Emails and phone calls	Periodically Regularly	- New product launches - Distribution channel issues/solutions - Showroom upgradation/ renovation - Customer Preferences- Incentive Scheme

## 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.

At CERA, Risk Management Committee is responsible for the internal and external ESG related risks. Additionally, the Committee ensures the implementation of appropriate methodologies, processes, and systems to monitor and evaluate ESG risks and to keep the board of directors informed about the nature and content of its discussions, recommendations and actions to be taken. These steps ensure our alignment with sustainability objectives and regulatory requirements.

### 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, stakeholder consultation plays a pivotal role in the identification and management of environmental and social topics. By engaging with our stakeholders, including customers, dealers, suppliers, investors, employees, communities, industry associations, and regulatory bodies, we discuss the key concerns of the stakeholders. This collaborative approach ensures that the stakeholder perspectives and concerns are considered in our business decisions, making our policies and activities more aligned with sustainable practices.

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

At CERA, we firmly believe in empowering and improving the lives of not only our employees but also the communities within which we operate. We are committed to addressing the concerns of vulnerable and marginalized groups through targeted CSR initiatives. Our CSR policy focuses on five thrust areas where activities are planned and engagements take place in those focus areas.

- a) Woman empowerment
- b) Rural and urban infrastructure
- c) Education
- d) Health & Poverty eradication
- e) Environment and Sustainability

**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			FY 2023-24		
	Total (A)	No. of employees' workers covered (B)	% (B / A)	Total (C)	No. of employees' workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	1240	1240	100%	1231	131	11%
Other than permanent	213	0	0	132	0	0%
<b>Total Employees</b>	<b>1453</b>	<b>1240</b>	<b>85%</b>	<b>1363</b>	<b>131</b>	<b>10%</b>
<b>Workers</b>						
Permanent	1234	1234	100%	1279	2	0%
Other than permanent	2924	186	6%	2704	162	6%
<b>Total Workers</b>	<b>4158</b>	<b>1420</b>	<b>34%</b>	<b>3983</b>	<b>164</b>	<b>4%</b>

**2. Details of Minimum wages paid to Employees and workers in the following format**

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to minimum wages		More than Minimum Wages		Total (D)	Equal to minimum wages		More than Minimum Wages	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>										
Male	1158	0	0%	1158	100%	1148	0	0%	1148	100%
Female	82	0	0%	82	100%	83	0	0%	83	100%
<b>Total</b>	<b>1240</b>	<b>0</b>	<b>0%</b>	<b>1240</b>	<b>100%</b>	<b>1231</b>	<b>0</b>	<b>0%</b>	<b>1231</b>	<b>100%</b>
<b>Other than Permanent</b>										
Male	207	0	0%	207	100%	130	0	0%	130	100%
Female	6	0	0%	6	100%	2	0	0%	2	100%
<b>Total</b>	<b>213</b>	<b>0</b>	<b>0%</b>	<b>213</b>	<b>100%</b>	<b>132</b>	<b>0</b>	<b>0%</b>	<b>132</b>	<b>100%</b>

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to minimum wages		More than Minimum Wages		Total (D)	Equal to minimum wages		More than Minimum Wages	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Workers</b>										
<b>Permanent</b>										
Male	1232	0	0%	1232	100%	1277	0	0%	1277	100%
Female	2	0	0%	2	100%	2	0	0%	2	100%
<b>Total</b>	<b>1234</b>	<b>0</b>	<b>0%</b>	<b>1234</b>	<b>100%</b>	<b>1279</b>	<b>0</b>	<b>0%</b>	<b>1279</b>	<b>100%</b>
<b>Other than Permanent</b>										
Male	2726	2726	100%	0	0%	2508	2508	100%	0	0%
Female	198	198	100%	0	0%	196	196	100%	0	0%
<b>Total</b>	<b>2924</b>	<b>2924</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>2704</b>	<b>2704</b>	<b>100%</b>	<b>0</b>	<b>0%</b>

### 3. Details of remuneration/salary/wages.

#### 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)*	2	Refer Director's report	1	Refer Director's report
Key Managerial Personnel#	2	Refer Director's report	0	-
Employees other than BoD and KMP	1158	11 lakhs	82	9.05 lakhs
Workers	1232	2.88 lakhs	2	4.50 lakhs

\* Managing Directors and Executive Directors

# Excludes Directors

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages.	5.01%	4.54%

Note: The percentages are calculated only for the permanent employees and workers.

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

Yes, the Human Resources (HR) function acts as a focal point addressing human rights impacts and issues arising from our operations. We encourage our employees and workers to report violations of human rights.

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

CERA has established policies, including the Policy on Sexual Harassment of Employees, Policy on Child Labour & Forced Labour, and Business Ethics & Labour Policy, to demonstrate zero tolerance for human rights violations. These policies serve as a guiding framework to address grievances related to human rights issues and other internal matters. Additionally, we maintain regular dialogue with worker union representatives to address concerns, promote welfare, and foster a collaborative work environment.

Employees and workers are encouraged to directly reach out to the Human Resource team regarding any concerns or grievances related to human rights issues. CERA has implemented a Whistle-Blower policy, which is designed to encourage employees, workers, and other stakeholders to report any human rights violations or concerns without fear of retaliation. This policy ensures confidentiality and provides the necessary safeguards for whistle-blowers, creating a secure channel for voicing concerns. Further, the employees and workers can report their grievances through the suggestion box. These initiatives foster a workplace that ensures the well-being and dignity of our employees.

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

	FY 2024-25			FY 2023-24		
	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	-	-	NA	-	-	NA
Discrimination at workplace	-	-	NA	-	-	NA
Child Labour	-	-	NA	-	-	NA
Forced Labour / Involuntary Labour	-	-	NA	-	-	NA
Wages	-	-	NA	-	-	NA
Other human rights related issues	-	-	NA	-	-	NA

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

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

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

CERA is committed to fostering a respectful and safe workplace, where all employees can perform their roles free from discrimination and harassment. We have established internal mechanisms to safeguard against and address grievances related to discrimination and harassment, ensuring the protection of complainants from adverse consequences. Further, our internal compliance committee (ICC) is dedicated to addressing complaints related to sexual harassment and provides a confidential platform for employees to report issues without fear of retaliation. It ensures that the identities of both the complainant and the accused are protected throughout the investigation process. As part of awareness and prevention, CERA communicates its POSH (Prevention of Sexual Harassment) policy to all employees. Additionally, during the induction program, new employees are provided with awareness and training on the POSH policy ensuring they understand the company’s commitment to a safe and respectful workplace. We also provide access to the SHEBOX platform, enabling any employee or worker to confidentially report incidents of discrimination or harassment, which are promptly addressed.

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

While our company’s contracts may not explicitly include all human rights clauses, we actively engage with and encourage our business partners, suppliers, and dealers to uphold responsible and ethical standards, complying with all relevant laws and regulations.

**10. Assessments for the year:**

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

Note: Local government authorities conduct periodic assessments at the plant, at least once every quarter, focusing on human resource and labour law aspects.

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

No significant hazards or issues were identified through the company’s human rights evaluations, thus negating the need for corrective actions.

## Leadership Indicators

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

There were no instances of human rights violations, and as a result, no business processes were modified.

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

The company has not conducted human rights due diligence during the year.

**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?**

While the accessibility of our workplace may not fully comply with the Rights of Persons with Disabilities Act, 2016, we take all necessary steps to ensure that our premises do not cause any inconvenience for differently-abled visitors. We conduct employee sensitization programs to raise awareness on the needs of differently-abled individuals, enabling our employees to offer appropriate assistance when needed.

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

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	100%
Discrimination at workplace	100%
Child labour	100%
Forced Labour/Inventory Labour	100%
Wages	100%
Others – please specify	-

**5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above. Not applicable****PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT**

## Essential Indicators

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

Parameter	FY 2024-25	FY 2023-24
<b>From renewable sources</b>		
Total electricity consumption (A)	46,809	52,112
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumption from renewable sources (A+B+C)</b>	<b>46,809</b>	<b>52,112</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	29,430	18,038
Total fuel consumption (E)	3,43,689	3,27,863
Energy consumption through other sources (F)	20,054	20,171
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>3,93,174</b>	<b>3,66,072</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>4,39,983</b>	<b>4,18,184</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed / Lakh of revenue from operations)	2.30	2.23

Parameter	FY 2024-25	FY 2023-24
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Lakh of revenue from operations adjusted for PPP)	47.46	49.84
<b>Energy intensity in terms of physical output per ton of production</b>	16.18	14.95
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? (Y/N) If yes, name of the external agency.

CERA has engaged the Energy Management System, Ahmedabad for conducting Energy Audit.

Note: PPP conversion factor for FY 2023-24 has been referred from ISF guidance (as per SEBI circular), while for FY 2024-25, the same has been taken from IMF website (source mentioned in the ISF).

- Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any. Not Applicable
- Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2024-25	FY 2023-24
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	79,410	87,453
(iii) Third party water	85,195	73,228
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>1,64,605</b>	<b>1,60,681</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>1,51,040</b>	<b>1,51,005</b>
<b>Water intensity per rupee of turnover</b> (Total Water consumption / Lakh of revenue from operations)	0.79	0.80
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Lakh of revenue from operations adjusted for PPP)	16.29	18.00
<b>Water intensity in terms of physical output per ton of production</b>	5.55	5.40
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? (Y/N) If yes, name of the external agency.

CERA has engaged National Productivity Council Gandhinagar for conducting Water Audit Study.

- Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
- No treatment	-	-
- With Treatment – please Specify level of treatment	-	-
(ii) To Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment.	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment.	-	-
(iv) Sent to third-parties		
- No treatment	-	-

Parameter	FY 2024-25	FY 2023-24
- 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.

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

Yes, CERA has implemented a Zero Liquid Discharge (ZLD) mechanism within our manufacturing facility. This comprehensive system ensures that all wastewater generated is treated and recycled or reused, with no discharge into the environment. We have achieved ZLD by implementing:

We have implemented advanced wastewater treatment systems to support responsible water management and achieve Zero Liquid Discharge (ZLD) at our manufacturing units:

**Effluent Treatment Plants (ETPs):** Two ETPs with a total capacity of 710 KLD. The treated water is further purified via Reverse Osmosis (RO), and the RO reject is recirculated into the ETPs through a closed-loop system to maximize reuse.

**Sewage Treatment Plants (STPs):** Two STPs with a combined capacity of 140 KLD handle on-site domestic sewage treatment.

**ZLD Commitment:** Our commitment to ZLD is reinforced through the installation of a Multiple Effect Evaporator (MEE) for high-TDS wastewater treatment, alongside ozonators and RO units, to ensure responsible water discharge and maintain rigorous quality standards.

A major portion of the treated water is **reused in key production processes** such as mould making, slip preparation, glaze preparation, casting, and in chillers. The remaining treated water is utilized for **gardening and landscaping**. (75% - plant operation use; 25% - domestic use)

We have achieved **zero external discharge** from our manufacturing operations and conducted water audit, reflecting our commitment to sustainable water management and environmental protection.

**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	FY 2023-24
NOx	mg/Nm <sup>3</sup>	3.97	8
SOx	ppm	N.D.	18
Particulate matter (PM)	ppm	17	62
Persistent organic pollutants (POP)	-	-	-
Volatile	organic compounds (VOC)	-	-
Hazardous air pollutants (HAP)	-	-	-
Others Please specify	-	-	-

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.

The Company has engaged Happy Associate (Enviropious EHS Solution) as agency to carry out assessment.

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

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Total Scope 1 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)	Metric tonnes of CO <sub>2</sub> equivalent	19,832	18,821
<b>Total Scope 2 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)	Metric tonnes of CO <sub>2</sub> equivalent	5,943	3,623
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions /Lakh of revenue from operations)	tCO <sub>2</sub> e/Lakhs	0.13	0.12

Parameter	Unit	FY 2024-25	FY 2023-24
<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 / Lakh of revenue from operations adjusted for PPP)	tCO2e/Lakhs	2.78	2.68
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	tCO2e/ Ton of production	0.95	0.80
<b>Total Scope 1 and Scope 2 emission intensity</b> (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.

Note: In FY 2024–25, although the overall production declined slightly, energy consumption and emissions increased. This was primarily due to the expansion of a specific production unit and increased reliance on grid electricity during the shutdown of the renewable energy plant for maintenance and weather-related issues. Efficiency improvements and equipment upgrades did provide considerable savings (listed below), but these were offset by higher grid dependency. Additionally, the emission factors for Scope 1 and Scope 2 have been updated in accordance with the 2024 GHG Protocol and the Indian CEA (SEBI ISF guidance). Consequently, the figures for FY 2023–24 have also been revised to ensure consistency and comparability.

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

CERA has initiated Non-Conventional Energy generation project since 1995, harnessing wind and solar power to produce 10.325 MW of energy. Today, our manufacturing plants in Gujarat fulfil about 60% of electricity requirements through non-conventional captive generation. To further improve efficiency, we have partly replaced our existing solar panels with newer ones, enhancing the overall performance of our renewable energy systems. Additionally, we prioritize cleaner fuels like market gas for our production processes. At our Kadi factory premises, we host a dedicated R&D unit recognized by the Department of Scientific and Industrial Research (DSIR). This unit spearheads initiatives to minimize fuel consumption, driving efficiency improvements throughout our operations.

Energy audits were conducted at our locations, which helped identify energy-saving opportunities for energy conservation and cost reduction. The recommendations from these audits are implemented based on priority.

**Optimizing energy efficiency and emission reduction**

Fuel	Electrical	Mechanical
Automation and control improvements were implemented through auto ON-OFF valves, burner/kiln timers, and pressure-based gas booster control.	Extensive timer installations across plant equipment (HF plant, coolers, mixers, conveyors) to optimize runtime.	Equipment modifications and upgrades such as higher-capacity dryers, slip blunger belt changes, and agitator timer pilots enhanced efficiency.
Optimization of gas usage included prioritizing GAIL gas for generator usage and utilizing waste heat in dryers.	Replacing tube lights with sensor-based lighting and disconnecting idle equipment.	Transition to energy-efficient components, including IE3 motors and delta-to-star conversion for multiple agitators.
Equipment-level efficiency measures like damper adjustments and mould-weight-based burner shutdown were introduced.	Control enhancements via remote ON/OFF switches and interlocks (e.g., pitcher ball mill with compressor) reduced unnecessary consumption.	Process streamlining with improved shuttle kiln loading and blower-airline interlocking helped reduce mechanical load and improve safety.

These have resulted in approximately 600 MWh/2000 GJ in energy savings and 250 MtCO2e of emission reduction for FY 2024-25

Moreover, frequent monitoring of energy consumption enables us to swiftly identify inefficiencies and optimization opportunities. This approach aids in informed decision-making towards energy conservation and cost reduction.

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

Parameter	Units	FY 2024-25	FY 2023-24
Plastic waste (A)	Tons	22.79	36.23
E-waste (B)	Tons	2.85	3.41
Bio-medical waste (C)	Tons	-	-
Construction and demolition waste (D)	Tons	-	-
Battery waste (E)	Tons	0.89	1.00
Radioactive waste (F)	Tons	-	-
Other Hazardous waste. Please specify, if any. (G)	Tons	1,351.68	1,205.32
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Tons	17,606.25	20,307.03
<b>Total waste generated (A+B + C + D + E + F + G + H)</b>	<b>Tons</b>	<b>18,984.44</b>	<b>21,552.99</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)	Tons/Lakh	0.10	0.11
<b>Waste intensity per rupee of turnover adjusted Purchasing for Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)	Tons/Lakh	2.05	2.57
<b>Waste intensity in terms of physical output per tons of production</b>	Tons/Tons	0.70	0.77
<b>Waste intensity</b> (optional) – the relevant metric may be selected by the entity	-	-	-

\*NOTE: In the current reporting year, waste generation and disposal quantities have been standardized and refined by estimating total weight instead of reporting by number of items. Consequently, waste data for both the current and previous years may reflect variations compared to earlier disclosures.

**For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)**

Parameter		FY 2024-25	FY 2023-24
<b>Category of waste</b>			
(i) Recycled	Tons	9198.00	9675.60
(ii) Re-used	Tons	1302.33	1,150.84
(iii) Other recovery operations	Tons	-	-
<b>Total</b>	<b>Tons</b>	<b>10,500.33</b>	<b>10,826.44</b>

**For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)**

<b>Category of waste</b>			
(i) Incineration	Tons	-	-
(ii) Landfilling	Tons	-	-
(iii) Other disposal operations	Tons	8,484.11	10,726.55
<b>Total</b>	<b>Tons</b>	<b>8,484.11</b>	<b>10,726.55</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

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.

CERA demonstrates its commitment to environmental responsibility by implementing ISO 14001:2018 at its manufacturing unit. We utilize earth-sourced inert materials to manufacture durable, safe, and stable products with minimal hazardous by-products. The waste generated from our operations is recycled wherever it is feasible. We have well-defined SOPs in place to handle the waste generated from our operations, employees and workers are trained on these SOPs. The necessary infrastructure is provided for the activities such as segregation, storage, and disposal of waste. All the hazardous waste such as used oil, empty carboys, is disposed of by authorized vendors. A notable area where our waste management practices have yielded significant improvements is in the ETP at our faucet ware unit.

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: Not Applicable

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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The Company has not conducted any environmental impact assessments in the current financial year.

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:

Yes, the Company is compliant with all the applicable environmental laws.

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
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Not Applicable

### Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For each facility / plant located in areas of water stress, provide the following information:

(i) Name of the area :

(ii) Nature of operations :

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

Parameter	FY 2024-25	FY 2023-24
<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>	-	-
Water intensity per rupee of turnover (Total Water consumed / Lakhs of revenue from Operation)		-
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	Not Applicable	

Parameter	FY 2024-25	FY 2023-24
(ii) Into Groundwater	Not applicable	Not applicable
- 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	Not applicable	Not applicable
- 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. Cera has engaged National Productivity Council Gandhinagar for conducting Water Audit Study.

2. Provide the details of total Scope 3 emissions & its intensity, in the following format: Not Applicable

Parameter	Unit	FY 2024-25	FY 2023-24
<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)	Metric tonnes of CO <sub>2</sub> equivalent	-	-
<b>Total Scope 3 emissions per rupee of turnover</b>		-	-
<b>Total Scope 3 emission intensity</b> (optional) – the relevant metric may be selected by the entity		-	-

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

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.

Not Applicable

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

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Reuse and Recycling, Conserving natural resources by reusing and recycling of the waste	The Company reuses majority of the waste and has recycling process to reduce paper, plastic and other waste. The Company has also appointed waste management agencies.	Decrease in raw material cost and less waste is generated
2	Installing Rain Water Harvesting system	The Company has installed rain water harvesting system which helps conserve majority of water. About 48% of products in the portfolio are water-saving products.	Water conservation has improved, and dependency on groundwater has reduced by 10%. Based on piezometer-based testing, the rainwater harvesting initiative has contributed to a 15m groundwater recharge.

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
3	Renewable resources	The Company's electricity needs are predominantly met by the wind turbines and solar plants, which collectively contribute to 61% of our total electricity requirement. This significant investment in renewable energy sources underscores our commitment to sustainability and reducing our environmental footprint.	Less emissions generated. Lower dependency on thermal energy.
4	Enhancing operational efficiency through equipment upgrades	Timing and automation upgrades in machinery have improved energy efficiency and enhanced overall production performance.	Reduced the energy consumption and resultant emissions.
5	Timer control	Timer controlled electrical equipment operations like HF Plant, water coolers, ACs, street light etc.	Reduces the unnecessary consumption of the electricity
6	Improvement in power factor	Installation of automatic power factor bank.	Enhances energy efficiency and reduces operational costs by improving the power factor of electrical systems
7	Sanitaryware Robotic Pressure Casting	Implementation of robotic pressure casting systems to produce high-end sanitaryware in large quantities.	Significantly increases production efficiency, enhances product quality, and supports large-scale manufacturing to meet growing market demand.
8	Sanitaryware Robotic Glazing	Integration of robotic glazing technology to ensure smooth surface finishes with minimal wastage of materials.	Reduces material waste, improves surface quality, and enhances operational sustainability by optimizing the glazing process.
9	Reduction of Hazardous Solid Waste in Faucet ware Division	Treatment optimization and waste segregation efforts were implemented in the faucet ware division to reduce hazardous solid waste.	Achieved ~30% reduction in hazardous solid waste (ETP) generation per SKU in FY 2024-25.

5. **Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**  
The Company has a plan for disaster management and business continuity. The Risk Management Committee plays a crucial role in formulating the Company's risk management plans for business continuity. We have location-based emergency response plans, which include periodic mock drills against events such as fire and earthquake. Regular drills and training sessions ensure our team is well-prepared to act swiftly and efficiently in the face of disasters. Our highly experienced team with the right mix of people, and frequent knowledge exchange sessions between leadership team and plant representatives, ensure the highest product quality, desired production levels and no disruptions in any business functions.
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.** Nil
7. **Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.** Nil
8. **How many Green Credits have been generated or procured:** Nil
  - a) By the listed entity
  - b) By the top ten value chain partners (in terms of value of purchases and sales, respectively)

## 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.***  
The company is affiliated with four trade and industry chambers and associations.
- b. *List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.***

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Gujarat Chamber of Commerce & Industries	State
2	Indian Council of Sanitaryware Manufacturers	National
3	Indian Green Building Council Promoted by CII	National
4	Kadi Industrial Association	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.** Not Applicable

### Leadership Indicator

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
1	Issues relating to ceramic Industries, evolving new standards for finished products and raw materials for human safety and environmental protection.	Through affiliations with industry associations such and direct participation in meetings with statutory agencies.	No	As and when required	Not Applicable

## 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.** Not Applicable
2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:** Not Applicable
3. **Describe the mechanisms to receive and redress grievances of the community.**  
CERA has established mechanism for receiving and addressing community grievances involving regular interaction between our Human Resources (HR) and Corporate Social Responsibility (CSR) teams with community members. This proactive approach is designed to identify and address any concerns that may arise within the communities in which we operate.

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	65%	52%
Directly from within India	86%	95%

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	FY 2023-24
Rural	0.00%	0.00%
Semi-Urban	49.10%	49.56%
Urban	16.21%	16.63%
Metropolitan	34.69%	33.82%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

**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):** Not applicable
2. **Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:** We have not undertaken any CSR projects under any of the aspirational districts
3. (a) *Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)* No  
 (b) *From which marginalized /vulnerable groups do you procure?* Not Applicable  
 (c) *What percentage of total procurement (by value) does it constitute?* Not Applicable
4. **Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:** Not Applicable
5. **Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.** Not Applicable
6. **Details of beneficiaries of CSR Projects:**

S. No.	CSR Project	No. of persons benefitted from CSR Projects*	% of beneficiaries from vulnerable and marginalized groups
1	Promoting healthcare including preventive health care & Eradicating hunger, malnutrition	17,118	Majority of the Company's CSR activities benefit individuals from vulnerable and marginalized groups.
2	Promoting education, including special education	8,508	
3	Environment sustainability	5500	
4	Rural development.		

\* Approximate annual beneficiaries.

## 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.

Our company has established several mechanisms to efficiently receive and respond to consumer complaints and feedback, ensuring high customer satisfaction and loyalty. These mechanisms include:

- **After-sales support:** CERA has established 13 service offices across the country, with 43 officers overseeing a team of 455 technicians who are dedicated to attending to complaints and providing service in every state. The company also conducts periodical training for its technicians to ensure better quality service and product knowledge. CERA provides a mobile app for customer support to enhance communication and service efficiency.
- **24-Hour toll-free call centre:** We offer a toll-free call centre that operates around the clock, allowing consumers to easily reach out to us with their concerns and feedback at any time. Also, we address grievances reported under 48-hour window, which is considered the lowest in the industry.
- **Consumer satisfaction surveys:** To gauge consumer satisfaction levels and identify emerging trends, we conduct periodic surveys. These surveys provide valuable insights that help us continuously improve our products and services.
- **Management review:** The survey system and consumer feedback mechanisms are periodically reviewed by our management team. This ensures that consumer insights are effectively integrated into our business strategies and operations.

Through these comprehensive approaches, our company maintains strong customer relationships, generates positive word-of-mouth publicity, and continually enhances our offerings based on consumer feedback.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage	100%
Recycling and/or safe disposal	Not applicable

#### 3. Number of consumers complaints in respect of the following:

	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	
Advertising	-	-	-	-	-	
Cyber-security	-	-	-	-	-	
Delivery of essential services	-	-	-	-	-	
Restrictive Trade Practices	-	-	-	-	-	
Unfair Trade Practices	-	-	-	-	-	
Other*	20,817	1,547		22,239	-	-

(\* Consumer Complaints regarding Products)

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

	Number	Reasons for recall
Voluntary recalls	-	-
Forced recalls	-	-

5. **Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy**

The Company maintains a robust information security management policy, encompassing data protection, and secure email, web, and network practices. To safeguard against unauthorized access, we implement an access control policy enhanced with two-factor authentication. Further bolstering our security measures, we employ multiple security controls including firewalls, endpoint protection, and web protection, aimed at mitigating data attacks and threats, ensuring the integrity and confidentiality of our data.

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.**

Not Applicable

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*

Not Applicable

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

Not Applicable

**Leadership Indicators**

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

Customers can access detailed information on our products and services through various channels:

- **Company’s website:** Our main platform for providing comprehensive information about our products and services is our website, available at [www.CERA-india.com](http://www.CERA-india.com).
- **Dealer network:** Our extensive dealer network across regions offers personalized assistance and information on our offerings.
- **Display boards and exhibitions:** We utilize display boards at strategic locations and participate in exhibitions to showcase our products and innovations.
- **Catalogues and advertisements:** Printed and digital catalogues, along with advertisements in various media, serve to inform and engage potential customers about our latest products and services.
- **Social media:** We leverage major social media platforms to showcase our products, engage with customers, and build a vibrant online community.
- **Brand Stores:** We undertook a complete transformation of its brand stores. These include CERA Style Galleries, CERA Style Hub, CERA Style Centre, and CERA Tile Centres. This initiative has enhanced customer experience, creating a strong brand pull and aiding in better decision-making.
- **Company-Owned Studios:** Company have significantly expanded the reach by opening Company-Owned, Company-Managed CERA Style Studios across all key markets in the country- Mohali, Jaipur, Pune and Lucknow. The Company own 13 experience centres across the country.

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

CERA adopts a multi-channel approach to promote the safe and responsible use of its products. All product packaging is designed with clear, concise instructions, and each unit is accompanied by a comprehensive user manual that includes safety precautions, usage guidelines, and maintenance tips to ensure correct handling. Our dedicated customer support team is readily available to address any questions or concerns about product safety and responsible usage, offering personalized guidance to ensure consumer well-being. The CERA Superstar Retailer program has seen strong participation with 24,400 retailers enrolled, while the CERA Star Plumber initiative successfully onboarded 52,556 plumbers. This enables them to effectively guide customers during purchase decisions and provide informed support after the sale. The initiative has been instrumental in fostering long-term relationships and boosting sales performance, while also promoting responsible product usage.

This combination of direct-to-consumer communication and an informed retail network helps us build a responsible, well-informed customer base, aligned with our commitment to consumer well-being.

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

As none of our products are classified as essential services, the mechanism for informing consumers of any risk of disruption or discontinuation of services is not applicable to our operations.

**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.**

The Company displays information as per applicable laws and regulations only. All its product packaging contains details in accordance with the requirements of the Legal Metrology Act and as per the requirements of ISO 15622: 2017 specified by the Bureau of Indian Standards (BIS).

**5. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

Yes, CERA routinely conducts consumer surveys to gauge customer satisfaction.

Ahmedabad  
9<sup>th</sup> May, 2025

**Vikram Somany**  
Chairman and Managing Director  
(DIN:00048827)