

Date: September 02, 2023

To,	To,
BSE Limited	National Stock Exchange of India Ltd
Phiroze Jeejeebhoy Towers,	Exchange Plaza, Plot No. C/1, G Block,
Dalal Street, Mumbai - 400001	Bandra Kurla Complex,
	Bandra (East), Mumbai – 400051

Scrip Code: 543528 ISIN No: INEOJA001018 Symbol: VENUSPIPES

<u>Subject: Business Responsibility and Sustainability Report for Financial Year</u> 2022-2023

Dear Sir/Madam,

Pursuant to Regulation 34 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report for the Financial Year 2022-2023 which also forms part of the Annual Report of the Company for the Financial Year 2022-2023

Kindly take the same on your record.

Thanking you,

For Venus Pipes & Tubes Limited

CS Pavan Kumar Jain Company Secretary and Compliance Officer Membership No. A66752 Business Responsibility &
Sustainability Reporting (BRSR) –
Venus Pipes and Tubes Limited



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Section A: General disclosures

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L74140GJ2015P4LC082306
2.	Name of the Entity	VENUS PIPES & TUBES LIMITED
3.	Year of Incorporation	2015
4.	Registered office address	Survey No. 233/2 & 234/1, Bhuj - Bhachau Highway, Dhaneti, Kutch 370020. Gujarat, INDIA
5.	Corporate address	Plot no. 275, Tripada Complex, Sec.1A, Near Mamlatdar Office, Gandhidham - 370201
6.	E-mail	info@venuspipes.com
7•	Telephone	7048897799,7048898899
8.	Website	www.venuspipes.com
9.	Financial year for which reporting is being done	FY 2022 – 23
10.	Name of the Stock Exchange(s) where shares are listed	Bombay Stock ExchangeNational Stock Exchange
11.	Paid-up Capital	₹ 202.96 Million
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Kuldeep Maurya Contact: 96382 20956 Email: ehs@venuspipes.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

II. Products/services

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

SL. No.	Description of Main Activity		% Of Turnover of the Entity (FY 2022-23)
1.	Manufacturing of stainless-steel pipes and tubes.	The Company is engaged in the manufacturing of stainless- steel pipe and tubes	100%

2. Products/Services sold by the entity (accounting for 90% of the entity's Turnover) (need to collect)

SL. No.	Product/Service	NIC Code	% Of Total Turnover Contributed
1.	SS Welded Pipes	24106	45.7
2.	SS Seamless Pipes	24106	44.5

III. Operations

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

Location	Number of opera locations	tional Number of offices	Total number of plants and /or operations/offices
National	1	3	4
International	0	0	0

4. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	23
International (No. of Countries)	22 since incorporation

b. What is the contribution of exports as a percentage of the total turnover of the entity? (Please check the response)

The Company exports its product across the globe, and it contributes around 5.4% of the total revenue of the company.

c. A brief on types of customers

Venus pipes and tubes is one of the leading Stainless Steel Pipes and Tubes Manufacturer in India. The Company has a diverse customer portfolio in the sectors of engineering, chemical, fertilisers, refineries, power plant, ,food processing, automobilies, oil & gas pharma industries & others.

IV. Employees

5. Details as at the end of Financial Year:

a. Employees and workers:

S. No.	Particulars	Total (A)	Male		Fen	ıale
			No. (B) % (B / A)		No. (C)	% (C / A)
	'		Employees			
1.	Permanent (D)#	245	237	96.7%	8	3.3%
2.	Other than Permanent (E)	0	0	0	0	0

S. No.	Particulars	Total (A)	Male		Fen	nale
			No. (B)	% (B / A)	No. (C)	% (C / A)
3.	Total employees (D + E)	245	237	96.7%	8	3.3%
			Workers			
4	Permanent (F) #	83	83	100%	0	0
5	Other than Permanent (G)	195	195	100%	0	О
6	Total employees (F + G)	278	278	100%	0	0

b. Differently abled Employees:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employe	es					
1.	Permanent (D)	10	10	100 %	0	00
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	10	10	100%	00	00

6. Participation/Inclusion/Representation of women

Category	Total	No. and percentage of Females				
	(A)	No. (B)	% (B / A)			
Board of Directors	8	1	13%			
Key Management Personnel (KMP)	17	3	18%			

7. Turnover rate for permanent employees and workers

Category	FY22-23		FY21-22			FY20-21			
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	4.75%	0%	4.59%	4.96%	0%	4.76%	4.95%	0%	4.9%
Permanent Workers	6.21%	0%	6.21%	4.23%	0%	4.23%	6.25%	0%	6.25%

V. Holding, Subsidiary and Associate Companies (including joint ventures)

8. The Company has no holding, subsidiary and associate companies within its business.

VI. CSR Details

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

Sr No.	Particulars	Details
1	Whether CSR is applicable as per section 135 of Companies Act, 2013	Yes
2	Turnover (FY 2022-23) in lacs INR	₹ 5523.96 Million
3	Net worth (FY 2022-23) in lacs INR	₹ 3222.04 Million

VII. Transparency and Disclosures Compliances

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

The Company has identified its external and internal stakeholders through stakeholder mapping and periodic stakeholder engagement exercises. The Company has implemented a grievance redressal mechanism and customer feedback form to address grevances from external and internal stakeholders.

Stakeholder group from	Grievance Redressal	:	FY 2022-23		1	Y 2021-22	
whom complaint is received	Mechanism in place (Yes/No)	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
Investor	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Shareholders	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Employees	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Customers	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Value Chain Partners	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Communities	Yes	Nil	Nil	Nil	Nil	Nil	Nil

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

The Company has identified following material issues, which could impact their business operation:

Sr. No.	Material issues identified	Indicate Risk/ Opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
Gener	al			Ì
1	Economic Performance	Opportunity& Risk	Focus on succession planning, undertaking well defined programmes for upgradation of technologies, competences, capacity building, training, and learning from time to time to enable the growth.	Financial growth would serve the interest of all the stake holders of the Company.
2	Ethics, Integrity & Governance	Opportunity& Risk	The Company has zero tolerance for statutory non-compliances. Ethical standards are demonstrated without any delay to ensure rigor and communication.	These mitigation practices help us with de-risking operations, healthy work environment which brings better productivity. Adherence to regulatory compliance, attract customers and grow business.
Envir	onment			
3	GHG emission	Risk	 Developed standard operating procedure to quantity GHG emission for its business operation. 	Negative
4	Energy Management	Opportunity	Implementation of standard operating procedure to track consumption of energy and will undertake periodic energy audit to explore opportunity for energy conservation within its the business operation.	Positive
5	Waste Management	Risk	 Implemented waste management program undertake training within the employees and workers regarding the same. Disposal of waste as per applicable regulatory requirement. 	Negative.
6	Water management	Opportunity	 The company is in process of achieving zero liquid discharge within its business operation. The company will undertake several initiatives on water management such as: Upgradation of effluent treatment plant Development of acid regeneration plant 	Positive
7	Biodiversity and land use	Opportunity	The company is in process to develop green belt surrounding the plant premises.	Positive
8	Air quality/emission	Risk	 The company will adhere to air emission standards as per industry specific guidelines. 	Negative
9	Opportunity in clean technology	Opportunity	 The company is in process to use renewable energy for its business operation, through solar power technology. 	Positive
Social				
10	Employee health and safety	Risk	Developed standard operating procedure for health and safety management within the business opeation, such as: Emergency Preparness and Response procedure related to EMS and OHSMS	Negative

			 Procedure for accident, incident reporting investigation. Procedure For Hazard Identification, Risk Assessment and Risk Control Procedure of operational control Procedure for environmental aspect. Procedure For Identifying and Assessing Legal and Other Requirements The Company has also imparted training on various health and safety aspects to employees and workers. 	
11	Employee wellbeing	Opportunity	The Company has adopted various employee wellbeing initiatives within its business as per industry best practices.	Positive
12	Product quality & safety	Opportunity	The Company is committed to deliver best quality of products as per international standard and customer expectation. The Company has adapted Quality Management System standard and KIZEN process for product development.	Positive
13	Community relationship	Opportunity	The company fosters its community relationships through its Corporate Social Responsibilities (CSR) programmes.	Positive
14	Stakeholder engagement	Opportunity	Identified key stakeholders for its business and developed stakeholder management plan which the following aspects: Mode of engagement with its stakeholder Frequency of engagement with its stakeholder Disclosure documents needs to be maintained with each type of stake holders.	Positive
Gover	nance			
15	Corporate Governance and policy	Risk	Top management of the company regularly conduct reviews of all governance-related policies such as whistle blower policy, Posh Policy, anti-bribery, and anti-corruption policy in the business.	Negative
16	Leadership within management	Opportunity	The Company has developed and implemented ESG leadership program within the management as per requirement of Integrated Management System (IMS).	Positive
17	Data security and privacy	Risk	The company develops data security and privacy mechanisms, along with control measures, to safeguard its confidential data.	Negative
18	Diversity, inclusion, and equity	Opportunity	The company is committed to implement diversity, inclusion, and equity within its business. In this regard, the company has included especially abled persons within its workforce.	Positive
Sr. No.	Material issues identified	Indicate Risk/ Opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)

Section B: Management and process disclosures

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

The Company has put in place structures, policies and processes conforming to below mentioned National Guidelines on Responsible Business Conduct (NGRBC) Principles:

S. No.	Principle Description	Reference of Venus Policies /Procedure/Standard
1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.	 Whistle Blower Policy Board diversity Policy Insider trading Policy Risk Management Policy Dividend Distribution Policy Anti-corruption or Anti-bribery policy(draft) Policy for consideration and approval of related party transaction.
2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	 Product Quality Policy Quality Assurance System for material manufacturer accordingly to Pressure Equipment Directive (PED) Certification on AD 2000- Merkblaetter Wo
3	Businesses should promote the well-being of all employees.	 Prevention of Sexual harassment Policy Nomination and Remuneration Policy Board diversity Policy
4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.	■ IMS Standard (Integrated Management System)
5	Businesses should respect and promote human rights.	 Prevention of Sexual harassment Policy Whistle Blower Policy Workman compensation policy Process flow for customer complaint Provision on its recruitment process to include employees/workers within its business operation as per RPwD act, 2016
6	Businesses should respect, protect, and make efforts to restore the environment.	 Integrated Management System (IMS 9001:2015, 14001:2015, 45001:2018) IMS Policy (Integrated Management System Policy) IMS objective (Integrated Management System objective)
7	Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner	 CSR initiative, CSR Policy Company's Mission, vision, and core value (Corporate brochure)
8	Businesses should support inclusive growth and equitable development	 Corporate Social Responsibility Policy
9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	 IMS Policy (Integrated Management System Policy) Quality policy

	Disclosure Questions	P	P	P	P	P	P	P	P	P
		1	2	3	4	5	6	7	8	9
Po	licy and management processes					,				
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b.	Has the policy been approved by the Board? (Yes/No)									ard or top authority.
c.	Web Link of the Policies, if available	per the	NGRBC	requirer	nent are	uploade	ed on the	ented by website rs/polici	of the co	
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes								
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)									
4.	Name of the national and international codes/ certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) mapped to each principle.	Respon standar achieve IS I	sible Bus d as applements ar SO 14001 SO 4500: ystem). SO 9001: ystem SF Produ 7875:202 libes for § BR (Indiauthorizatteel, Welm OD &	siness Colicable a see mention are mention for a mention for a ded & Son U-Tuber has engagements.	enduct (Ind relevended her Division of Compation (Individuality Marsystem ent Direction (Individuality Marsystem) enduction (Individuality	NGRBC' ant. Some rein: mental Managem for materive. (License and for stand f	s) and are of their fanagement and man	ent Syste Safety M nufacture 0113011) Steel sear (1950) a Steel, Al	ternatior ates and em) Ianagem r accordi as per IS nless pip pproval a loy Steel Tube up	ent ing to S bes and and , Stainless to 101.60
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	9001:20 system, Enviror C p F fc T T Social g	onservation domestal by the commental servation of the commental servation of the commental servation domestal	14001:2 pany ha goals: ion & re n. g water tic use a npliance asis. se the Gr	o15, ISC s set its s duction conserva nd indus of appli reen Belt	o 45001:: sustainal in consu ation and strial pu cable leg	2018). Be ble goals amption of reducir reposes. gal/statu	ased on t , such as of electri	his mana: city per t consump tirements basis.	ones of otion both

• To Work with proper Safety Precautions and ensure Safety PPE's

The Company has integrated the above-mentioned commitments as core values for its business operation.

6. Performance of the entity against specific commitments, goals, and targets along with reasons in case the same are not met.

Collective efforts are being made by the Company and its stakeholders as applicable to adopt all the IMS commitments with desired efficacy. Specific ESG targets are under development and will be disclosed going forward on receipt of requisite approvals.

Governance, leadership, and oversight

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):

Director's statement: We at Venus, ensure the finest products for our customers with nine production lines including pilgers, tube-mills with plasma welders, draw benches, annealing furnaces, and many more ancillary machineries. Superior quality and production are achieved by implementing benchmark technologies in manufacturing processes and setting up fully equipped in-house quality control lab conferring to international standards. Venus has a long tradition of sustainable practices. Embracing the ESG approach to doing business, we are working towards embedding principles of sustainability in our governance practices as well as in all aspects of our operations. In this context, restructuring the Board's CSR Committee to the Audit Committee have enabled appropriate governance as we implement various sustainability commitments.

We are making concerted efforts towards building a brighter future that transcends beyond the mainstream approach of profitability to sustainability, inclusivity, and prosperity. We believe in leading by example and delivering solutions in the form of leading, sustainable, and trustworthy products in our field, thus building a stronger brand. The Corporation's focus on ESG parameters is best reflected through core values that are imbibed in all spheres of activity of the Corporation. Venus undertakes its developmental and welfare activities directly or through the Shri Raginiben Bipinchandra Sevakarya Trust (an NGO established under the Public Trust Act, 16 May 2013 Organization in Ahmedabad). During FY21and22, the Company partnered with non-government organizations that focused on supporting vulnerable communities regarding medical relief and development of building construction of medical college. We believe in leading by example and delivering solutions in the form of leading, sustainable, and trustworthy products in our field, thus building a stronger brand.

Details of the highest authority Name: Mr. Dhruv Mahendrakumar Patel responsible for implementation and oversight of the Business Designation: Director Responsibility policy/policies

DIN:07098080

responsible for decision making on Venus, as below: sustainability related issues? (Yes / No). If yes, provide details.

Does the entity have a specified Yes, the Board of Venus has constituted various Board committee, which are Committee of the Board/ Director responsible for and have a remit over key sustainability related policies of

> CSR committee: CSR committee of the board governs and reviews the Corporate Social Responsibility and Suitability activities of the company. The CSR Committee has assigned for the task of implementation of the CSR Plan within specified budgets and timeframes. The CSR&S Committee also receives regular update on the performance of the Company against such Annual Business plan.

Complaint committee: The company has constituted a Complaints Committee for redressal of sexual harassment complaint (made by the victim) and for ensuring time bound treatment of such complaints. The assign Committee is responsible for investigating every formal written complaint of sexual harassment and taking appropriate remedial measures to respond to any substantiated allegations of sexual harassment.

Audit committee: The Board has constituted the Audit committee to evaluate the internal financial controls and risk management systems of the company and assist the Board in fulfilling its oversight responsibilities regarding management of element wise key risks, including strategic financial risk, operational risk, sectoral, cashflow risk, inventory management, customer credit related risks. The committee ensures that appropriate methodology, risk management technique is followed, and

actions deployed by the management in respect of identifications impact assessment and mitigation controls to achieve company's business objectives.

Safety committee: This committee of Board oversees the policies procedure related to environment, health, safety related performance and initiatives of the Company and their implementation across the entity. To keep transparent safety culture, all employees, workers are encouraged to participate and discuss safety related issue in safety committee.

10. Details of Review of NGRBCs by the Company:

Subject for Review	by D	Indicate whether review wa by Director / Committee of t other Committee													(Annually/Half Any other–			
	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	period and land a comi	dicall Board any de nunic	the performance of the Company is dically reviewed by the internal committees Board of Directors. Company performance any deviations in operation are also municated to the Board and top management riority for resolution. Ongoing (Periodically and/or Need basis)															
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	regulagair proce comp mana	latory nst sta edure pliance ageme nunic	requi tutory for id e and ent an	remen requentific rectif d Boa	nt and irement cation ication ird of I	comp nt. It of an of th Direct	on for tracking its pliance status has a robust by potential nonne same. The top tors are attus on regular											
11. Has the enti-								•	P	P	P		P	P	P		P	P
policies by an yes, provide the	exte	nal a	ageno	y? (Yes/N				2	3	4		5	6	7		8	9
							indo by t	01:20 epen he co ernal	015 an dent a ompan	on is c d ISO gency. y are p y (fror	4500 The period	1:201 polici lically	8 star es as o 7 asses	ndard develo ssed b	by extoped a y the i	ernal nd im indep	iplem ende	nt

Section C: Principle wise performance disclosure

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

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

Essential Indicators

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

Segment	Total nun and programn	awareness	Topics / principles under the training impact		respective	category the awareness
Board of Directors (BoD) Key Managerial Personnel (KMP)	programme		d KMPs went through r s and responsibilities in year.			
Employees other than BoD and KMPs		programmes, and health & safety for development and organized in FY 23 Training Time ma Aspect in Managen First aid Fire safet Trainings	on Communication skil nagement, npact analysis, Waste nent	s and g skill ere l, and	:	100%

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):

As of now, no penalties/stricture were incumbent on the Company by any regulatory authority or judicial instituion on any matter related to capital markets during FY21 to FY23.

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.

	Name of the regulatory/ enforcement agencies/ judicial institution
NIL	Not applicable

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

The company has developed aniti-corruption and anti-bribery policy.

The objective of this policy is to serve as a roadmap through out the spectrum from director to associated persons and workers who may/ will act on behalf of Venus and set out conduct that must be adhered with. The Company will communicate, create awareness, and disseminate the anti-corruption policy or anti brivery policy to all its employees and workers.

The policy will be supported by the company's Code on Ethics as well as Whistle Blower Policy.

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

Case details	FY 2022-23	FY 2021-22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

Nil

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

Not applicable.

Leadership Indicators

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

The company conducted capacity building workshops and training program for its value chain partners to educate, and create awareness on key areas like human rights, labour practices, health& safety, regulatory compliance and sustainability aspect.

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, the Company has a Code of Conduct for Board of Directors including Independent Directors and Senior Management Personnel to avoid and/or manage conflict of interest. Pursuant thereto, the Company receive Annual Declarations from concerned persons as regards their interest which may lead to conflict of interest with that of the Company.

II. Principle 2: Businesses should provide goods and services in a manner that is Sustainable and Safe

Essential Indicators

 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.

The company is in the process to establish an Acid purification and filtration unit within FY 24. The Company has invested approx. 2.96 Cr for the proposed project.

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

The Company continuously strive for sustainable sourcing. In this regards, the company has developed a standard operating procedure, for procurement of raw materials. Following criterion were assessed during procurement of raw materials:

- Verification of test certificate .
- Environment Health and Safety(EHS)(Evaluation criteria such as -availability of EHS policy and measurement, emergency prepardness process, control measure on noise, process of hazardous waste disposal).
- Human right (training records, availability of PF and ESIC for employees)
- Financial aspect(Financial Balance sheet, Profit & loss statement)

All new supply chain partners are mandatorily evaluated on environment, health & safety and sustainability parameters before onboarding. In addition to this, the company ensures that majority of its suppliers have got one of the international or domestic accreditation/ certification, e.g. ISO, PED approvel,IBR certification etc.

Almost 100.00% of the inputs are sourced sustainably from the suppliers. The Company engaged with the suppliers to align them with the Company's vision and aspirations on sustainable policy and goals.

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

In FY 22-23, the company has generated 79.74 MT of hazardous wastes from its manufacturing facility. It was disposed of through land filling by an authorized vendor. In FY 22-23, company have not generated any plastic waste from their manufacturing unit.

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

The company has not generated any plastic waste so far. Nevertheless, the company is fully aware of its responsibilities under Extended Producer Responsibility concerning plastic waste.

Leadership Indicators

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

Not applicable.

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

In FY 22-23, the Company has reused 2083 KL of treated wastewater in gardening and sprinkling of water for dust supression, within its premises . In addition, the company is in process to achieve zero liquid discharge for its manufacturing facility .

Indicate input material	Recycled or re-used input material to total material						
	FY 2022-23	FY 2021-22					
Waste water	2083 KL	2454 KL					

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

Not applicable.

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

Essential Indicators

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

Category	% of employees covered by											
	Total(Health Insurance A)		Accident In	surance	Maternity Benefits		Paternity	Benefits	Day Care Facilities			
	Number %(B/A)			Number(C)	%(C/A)	Numbe r (D)	% (D/A)	Number (E)	%(E/ A)	Number (F)	%(F/A)	
				Pei	manent	Employe	es					
Male	237	237	100%	237	100%	0	0	No	ot applicab	le		
Female	8	8	100%	8	100%	8	100%					
Total	245	245	100%	245	100%	8	3.27%					

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

Category	% of workers covered by										
	Total(A)	*		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/ A)	Number(C)	%(C/A)	Numbe % (D/A)		Number (E)	% (E/ A)	Number (F)	% (F/ A)
				Pe	rmanent	t Worker	S*				
Male	83	83	100%	83	100%						
Female	0	0	0	0	0%	Not applicable					
Total	83	83	100%	83	100%						

Venus has put in place group Mediclaim Policy for its employee. The company has an agreement with an external agency to provide employee annul healthcheck-up. The company has developed Workman compensation policy for any unfortunate event of death of an employees. This policy is alligned with the requirement of Workermen's Compensation act,2023 .

2. Details of retirement benefits.

The company provides retirement benefits to its workers and employees as following:

- Workers and employees are enrolled under employees' provident fund scheme as per The Employees' Provident Funds and Miscellaneous Provisions Act, 1952.
- Company provides gratuity benefits to its employees and workers as per the provision of the Payment of the Gratuity Act, 1972.

Benefits	FY 2022-23			FY 2021-22			
	No. of employees covered as a % of total employees	workers and deposited with the		No. of employees covered as a % of total employees workers			
PF	100	100	Y	100	100	Y	
Gratuity	100	NA	NA	100	NA	NA	
ESI	NA	NA	NA	NA	NA	NA	

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

Yes, Company's permanent office building and manufacturing facility (Gujrat) are accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

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 recognises the value of diverse workforce. It is committed to provide equal opportunities in employment and creating an inclusive workplace and work culture in which all employees and workers are treated with respect & dignity. It strives to ensure that the Company's workforce is representative of all sections of the society and proactively works towards ensuring fair representation of differently abled within its workforce.

The company is committed to eliminating all forms of unlawful discrimination, bullying and harassment of people with disabilities. Company has a provision on its recruitment process to include employees and workers within its business operation and also has a carrier development program as well.

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

Gender	Permanent	employees	Permanent works		
	Return to work Retention rate rate		Return to work rate	Retention rate	
Male	Nil	Nil	Nil	Nil	
Female	100%	100%	Nil	Nil	
Total	100%	100%	NA	NA	

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

Permanent workers	Yes,The Company has a whistle blower policy to give its employees and workers a way to voice their concerns within the workplace.
Other than permanent workers	The Policy ensures that such grievances are handled quickly, in a fair and impartial manner by a audit committee and in compliance with the
Permanent employee	Organization's other policies. This comprises employee concerns about a supervisor's, another employee's, or Management's behavior, inaction, or proposed action in relation to them. According to the policy's grievance redress

Other than permanent employee

system, the first step in resolving any problem is to communicate openly. An employee should seek informal resolution of any concern with his or her immediate supervisor first. If such informal dialogue fails to resolve the issue, and the employee believes his or her complaint has progressed to the level of a grievance, the employee may file a formal grievance as stated in this policy in order to seek a fair resolution.

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

There is no association or union recognized by the company.

8. Details of training given to employees and workers:

Category	FY 2022	-23				FY 2021-2	22			
	Total (A)			On Upgrada	ation		On Health and Safety Measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	(E/ D)	No. (F)	% (F/D)
				Perman	ent Emp	loyees				
Male	237	237	100%	230	97%	124	124	100%	112	90.3%
Female	8	8	100%	6	75%	5	5	100%	5	100%
Total	245	245	100%	236	96%	129	129	100%	117	90.6%
				Perma	nent Wo	rkers				
Male	83	83	100%	80	96%	72	72	100%	51	71%
Female	0	0	0	0	0	0	0	0	О	0
Total	83	83	100%	80	96%	72	72	100%	51	71%

The company places importance on continual development of human resources at all levels and takes responsibility for the professional development and career growth of all its permanent employees and workers.

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year			
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)	
		E	mployees				
Male	237	237	100%	124	124	100%	
Female	8	8	100%	5	5	100%	
Total	245	245	100%	129	129	100%	

Category				FY 2021-22 Previous Financial Year			
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)	
		Perma	nent Workers				
Male	83	83	100%	72	72	100%	
Female	0	0	00%	0	0	00%	
Total	83	83	100%	72	72	100%	

The Company places great importance on continual development of human resources at all levels and takes responsibility for the professional development and career growth of all its permanent employees and workers.

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, what is the coverage of such a system?

Yes, the company has established Occupational health and safety management systems (ISO 45001:2018) to improve workplace safety, managerial oversight and development of productivity. To comply with this International Standard, company has developed standard operation procedure, work instruction, strong due diligence monitoring system to protect safety, health for workers, staffs and fullfilment of all legal and other requirements.

Further, to ensure best business practices and customer satisfation, company is aligned with IMS (Integrated Management System) policy and has adopted all applicable international codes and standards (environment, health and governce) to maintain best industrial practices. Integrated Management Systems(IMS) of the following Venus facility are certified under ISO 14001:2015 (environmental management system), ISO 45001:2018 (Occupational health and safety management system) and ISO 9001:2015 (quality management system).

Company Name	Scope of certification	Availability of IMS(ISO 9001:2015,14001:2015,ISO 45001:2018)		Certified body
VENUS PIPES & TUBES LIMITED	Manufacturing and supply of stainless steel seamless pipes and Welded tubes,pipes,"U" tubes	Yes	15 July,2025	Bureau Veritas

The company also contributes itself to create awarness on health and safety towards their suppliers and support them to build up highl evel structure as per company's expectation. Further, the company ensure that their business practices and services are aligned with IMS policy and objectives.

Standard operating procedure on health and safety

Based on its operation the company has developed and implemented different standard operating procedures on different aspects, considering safe working practice, environmental aspect, quality of product and service at manufacturing site, corporate office. Some of the procedures are:

- Emergency Preparness and Response procedure related to EMS and OHSMS
- Procedure for accident, incident reporting investigation
- Procedure For Hazard Identification, RiskAssessment and Risk Control

- Procedure of operational control
- Procedure for environmental aspect.
- Procedure For Identifying and Assessing Legal and Other Requirements

All those standard operating procedures have also been developed and implemented by the Company to achieve zero fatality rate, incident rate and maintain zero harm safety at workplace.

Safety Core Value	Safety Aim
Good helath and safety is essential for business continuity	No accident
Safety is the core responsibility for everyone in the Company	No fatality
Safe working condition is the base of Company's work culture	No injury

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
- Hazards identification and risk assessment (HIRA) is carried out by the company for machinery and
 other activities. The Company conducts periodic review on HIRA to ensure additional safe guard to its
 employees. The Company has in place a systematic risk management process in below process flow:



• The company has implemented weekly "Gemba walk" (Japanese word, which means "the real place"). It is a workplace walkthrough which aims to observe employees, ask about their tasks, and identify productivity gains) for real mechanism to gather information by interacting with workers. This information is assessed to identify and mitigate the occupational hazards and risks arising from its operation. The following process are mentioned below:



- Internal/external assessment and regular inspection on work hygiene are carried out for toxic gas level and levels of other hazards such as noise, vibration, temperature, and illumination etc. to keep the levels within safe limits.
- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.
 - Yes, the company has established processes for workers to report the work-related hazards and to escape them from such risks. Joint inspections(Gemba walk) by top management/departmental head/EHS representative and employees on the shop floor are also carried out at regular intervals, and respective corrective action are undertaken to mitigate those identified risk. To keep transparent safety culture, all employees, workers are encouraged to participate and discuss safety related issue in peroidic safety committee and management review meeting.
 - The company are carried out awarness programme and perform mock drill on different emergency scenario to resque workers from such hazardous area or risk.

d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services?

Yes, the company has in place special group mediclaim policy for employes and workers. Further as per assigned job description, pre and post employeement health checkups are carried out thourgh reputed medical entities. The company's comprehensive approach to employee health and well-being underscores its commitment to creating a safe and healthy workplace .

All personnesl are well aware and trained to respond appropriately during onsite medical emergencies.

11. Details of safety related incidents, in the following format: (to be collected from site)

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person		00	00
hours worked)	Worker	00	00
Total recordable work-related injuries	Employee	00	00
	Worker	04	04
No. of fatalities	Employee	00	00
	Worker	00	00
High consequence work-related injury or ill-health (excluding fatalities)		00	00
iatanties)	Worker	00	00

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

Company's value-based system drives its safety culture, with risk-based thinking being reinforced in recent years at manufacturing facility and corporate offices. Safety at workplace is ensured with the help of various elements of Safety Management System which consists of safety procedure, HIRA awareness, fire safety, first aid training, personnel safety using provide PPEs etc. To maintain safe and healthy workplace, following measure are taken up by the company, such as:

- A hierarchy of controls is followed for application of risk control measures.
- The Company treats its human-capital as one of the valuable resources. Therefore, we are taking care of the industrial and workplace hygiene related aspects with utmost importance. Further, the company conducts risk based medical check-up of its employees and workers.
- Developed PPE matrix and provide PPEs -based on activity specific hazardous area/work.
- Safety Committees are in place to review the adequacy of resources for safety.
- Periodic internal safety assessment, Gemba Walk are performed to review effectiveness of implemented safety management system.

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

Category	FY 2022-23			FY 2021-22			
	Filed during the year	Pending resolution at the end of year		•	Pending resolution at the end of year		

Working Conditions	0	0	0	0	0	NA
Health & Safety	0	O	Need to improve PPE's quality	1	0	O

14. Assessments for the year:

Aspect	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% (including internal inspection/assessment)
Working Conditions	100% (including internal inspection/assessment)

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

All safety incidents, accidents, observations and near-misses are investigated, and risk mitigation is done through company's implemented incident classification, reporting & investigation procedure. This investigation is carried out by "WHY-WHY"/Fishbone method. This process is also supported by HSE team, top management, production head. All Opportunities for Improvement identified during internal and external assessments are captured and addressed in documented process.

Corrective actions and its horizontal deployment are a continuous process in the company, where all safety incidents are recorded, investigated and actions are communicated and implemented across the organisation.

Leadership Indicators

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

Yes,the company has implemented Workman Compensation Policy for any unfortunate event of the death of an employees. Further,company has put group Mediclaim policy for employees. Company's comprehensive approach to employee/workers health and well-being underscores its commitment to creating a safe and healthy workplace environment.

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

Adherence to the applicable statutory provisions including payment and deduction of statutory dues is incorporated in the contract agreement with the value chain partners. The Company makes sure that all the relevant clauses dealing with statutory compliance are validated and honoured by both sides. The Company has established incorporation of statutory provisions including payment and deduction of statutory dues such as Goods and Services Tax. The suppliers are responsible for adherence to various statutes required for their operations. The suppliers are mandated to pay all statutory dues to their employees (such as Provident Fund, Employee State Insurance etc.) within the stipulated time and such payments are verified by the Company.

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

Category		Fotal no. of affected employees/ workers		/workers that are placed in suitable ose family members ced in suitable yment
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employee	00	00	00	00
Worker	00	00	00	00

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, the company does not provide any transitional assistance programme.

5. Details on assessment of value chain partners:

Before engaging with value chain partners, the company proactively makes them aware of company's expectations/ requirements, and seeks commitment for compliance through contractual agreements. Company has developed standard operating procedure for purchase, where supplier evaluation are carried out based on various criteria such as quality of service, ehs(environment, health and safety) & human rights, delivery service etc. To ensure all contractors are well advance in company's implemented Health, Safety & Environmental standards, procedures, legal obligation -training and peroidic assessmennt programm are carried out. If any gaps are identified, the company supports to develop and implement corrective action towards its impact minnimization. There are 50 supplieres onboared in company's business operation. All are evaluated based on difine timeframe.

Category	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100%
Working Conditions	100%

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.

There is no significant observation or deviation identified during supplier evaluation and verification process, hence correction action is not initiated. However, company has developed procedure for corrective action (IPM/MNG/10, Rev.01). During assessment of supplier, if any significant risks or concerns will arise, recommendation shall be provided based on process for corrective action.

IV. 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 defines its key stakeholders as those who are significantly impacted by the company's operations, or those who can significantly impact the company's activities. Regular engagement with these stakeholders helps the company in understanding their expectations, review the same internally and imbibe these in developing strategies, plans & business activities. The key internal and external stakeholder groups that have an immediate impact on the company's operations and functioning are following: Employees/Workers, Shareholders, Customers, Communities, Suppliers /Vendors, and Business Partners.

As stake holder engagement is a continous process, the company has also undertaken a formal survey to engage with and obtain stakeholder feedback. As the stakeholders are playing a pivotal role in business continuity of the company, therefore it gives utmost importance to engage with its stakeholders on periodic basis. Further the company engages with its key stakeholder through multiple channels such as formal meetings, occassional client visits, formal get togethers, industrial forums etc.

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 & Marginalize d 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
Employee	No	 Group interaction meetings. Competency evaluation Training session, Toolbox talk Written communications 	Ongoing	 Skill development, Talent acquisition, Carrier development, Productivity improvement Performance evaluation and recognition
Supplier	No	 Email or SMS or phone call Training and engagement events Meeting, SMS, or phone call Assessment program 	Ongoing	 Issue on supply chain management, Company expectation, Safety performance, Regulatory compliance, Training & awareness program. Supplier evaluation
Community	Yes (Some of the Company's CSR Project Beneficiaries, Special Projects)	Meetings,Engagement through NGOs	Ongoing	 Local skill and likelihood development. CSR success, new engagement, or projected timeline. Community development Grievance redressal / public hearings etc.
Governess /Regulatory body	No	 Inspection, Audits & Compliance Reports, Public disclosures on Financial and Meetings, seminars etc. 	Need -Based	 Complying with statutory requirements Establish proper Sops, process flow License renewal
Customer	No	 In-person meetings Emails Collation and analysis of Customer feedback Engagement through website, 	Ongoing	 To maintain strong relationship with customers To understand their need and expectation.

Stakeholder Group	Whether identified as Vulnerable & Marginalize d 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
		 Social media 		 To provide quality and flawless service for dealing with customer/distributer Taking feedback and rating and working on the same.
Investor	No	 Public disclosures on financial performance, Annual General Meeting, Press briefing & social media, Investor conferences 	Ongoing/ Need -based	 Clear and effective communication on business environment and business-related issues. Corporate governance Regulatory compliances Addressing their queries.

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 feedback from such consultations is provided to the Board.

The Company maintains a constant and proactive engagement with key stakeholders that enables to communicate company's strategy and performance. Effective stakeholder engagement process is necessary for achieving its sustainability goals and business development. Meetings and different assessment with stakeholders are carried out to idenfity key issues. Those issues and feedbacks, are addressed in Management Review Meeting and share with the board. The board is regularly kept aligned against various developments and feedbacks to be on track as per the steps taken. Constant and proactive engagement with both internal and external Stakeholders are conducted by such committees to:

- Align the business plan and strategy with stakeholder's expectations.
- Review Company's performance on dealing with grievances/ issues raised by the stakeholders.
- 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 input received from stakeholders on these topics were incorporated into the policies and activities of the entity.

Yes. Stakeholder consultation is key process to identify areas of improvement in corporate environmental & social efforts. Based on those area of concern, company has developed further policy setting, if required objectives and target will be projected with implemented adequate monitoring and measurement.

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

There are no vulnerable or marginalized stakeholders are pertinent to Company business. The Company has taken several CSR initiatives through "Corporate Social Responsibility Committee".

V. 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 2022-23		FY 2021-22			
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)	
			Employees				
Permanent	245	245	100%	129	129	100%	
Other than permanent	00	00	00%	00	00	00%	
Total Employees	245	245	100%	129	129	00%	
			Workers				
Permanent	83	83	100%	72	72	100%	
Other than permanent	00	00	100%	00	72	00%	
Total Workers	83	83	100%	72	72	100%	

During FY22-23 & 21-22 all permanent employees and workers have been provided training on all aspects of human rights, policy and procedure, prevention on sexual harassment and whishtle blower policy etc. Further, the Company is looking to roll out awareness training sessions on communication skill, discipline and time management to other permanent workers as well.

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

Category	FY2022-23						:	FY-2021-2	2	
	Total (A)		Minimum ⁄age		in minimum Vage	Total (D)	-	Minimum ⁄age		e than um wage
		No. (B)	%(B/A)	No.(C)	%(C/A)		No.(E)	%(E/D)	No.(F)	%(F/D)
	1				Employees					
Permanent	245	51	21%	194	79%	129	29	22%	100	78%
Male	237	51	21%	186	78%	124	29	23%	95	77%
Female	08	0	0%	08	100%	5	0	0%	5	100%
Other than Permanent		cable								
					Workers					
Permant	83	21	25%	62	75%	72	20	28%	52	72%
Male	83	21	25%	62	75%	72	20	28%	52	72%
Female	0	0	0%	0	0	0	О	0	0	0
Other than Permanent		cable								

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

Category	Ma	Male		nale
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	7	430000	1	430000
Key Managerial Personnel (KMP)	15	934200	2	818650
*Employees other than BoD and KMP	321	205139	6	526857

^{*}Note: Both on roll employees and on roll workers were considered cumulatively within the category of Employees other than BoD and KMP.

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)

The Company does not have a single focal point for addressing human rights issues. However, the HR team is responsible for addressing the same.

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

The company has developed code of business conduct and ethics for board members and senior management that is provide contribution in the society &human well being, Also, steps are up-taken to make the company a trustworthy environment wherein no biasness on the basis of gender, age, culture prevails. Further as per company act and regulation, we have developed policy on prevention of sexual harassment at workplace. Employee can register a complain to the Complaints Committee regarding the same.

The Company has a Whistle Blower policy that allows and encourages its employees and director to raise concerns about unethical or improper practice against unethical business practices, abuse of power vested to the authority, serious improper conduct etc. Moving forward complaint management process flowchart is in place to address grievance related issue/complaint from difftent stakeholder community. However, no complaint has been received in current FY22-23.

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

Aspect	FY 2022-23			2022-23 FY 2021-22		
	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						
Discrimination at workplace	No complaints have been received under these categories.					
Child Labour						
Forced Labour/ Involuntary Labour						
Wages	12	00		09	00	
Other human rights related issues	00	00	All Resolved	00	00	All Resolved

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

The company has vigil mechanism i.e.whistle Blower Policy to address wrongful, unethical or improper practice such as Infringement of Company's rules, Breaches of copyright, patents and licensesnethical business practices, abuse of power vested to the authority etc. After receiving any issue or complaint, assign Audit committee is responsible to perform investigation and take disciplinary action. The company is committed to the protection of identity of the complainant and all such matters are maintain complete confidential, with appropriate measures taken to maintain such confidentiality.

Apart from that, the Company is thoughtful for the protection of women at workplace. Hence policy on prevention of sexual harassment has been developed and assign complaints committee are conduct investigations and take corrective ation in define timeline.

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

Yes ,the Company is adhering to the UNGC (United Nation Global Compact) principles, which include Human Rights clauses. These clauses form part of the contract with supplier and are extended across the supply chain in the form of the Supplier/Vendor Code of Conduct.

9. Assessments of the year

Aspects	100 % assessment were carried out.
Child labor	Venus has implemented IMS (Integrated Management Standard-ISO 9001:2015, ISO 14001:2015, ISO 45001:2018) Standard which includes all those aspects such as child labour, forced labour, sexual harassment and perform internal assessment as well.
Forced labor	External authorities such as Labour officer & Factory inspector and certified body (Bureau Veritas for surveillance audit of IMS Standard) have been carried out their assessment and
Sexual harassment	verification on those aspect.
Discrimination at workplace	

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

No obseration is identified, hence corrective ation is not applicable. However, being a responsible company, we ensure continuous monitoring and capability building of internal and external stakeholder on those aspect.

Leadership Indicators

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

Grievance redressal mechanism is implemented at manufacturing site and offices to resolve grievances. However, no complains are received in FY'22 and FY'23 for human rights violation. The company has developed Policy on Prevention of Sexuaal hareshment, Whistle Blower Policy.In additon,company has a provision for different abled employees on its recuritment process as per the provisions of the Rights of Persons with Disabilities (RPWD) Act, 2016 to enhance more focus on human rights towards its business prospective and ethical commitment. The company also have developed different committees such as complaint committee, audit commit to address gievance related to human rights or complain related to unethical or improper practice(such as sexual harassment, Infringement of Company's rules, Breach of etiquette or morally offensive behavior).

Training session for employees/workers are conducted to make the them aware about the statutory human rights and company's existing policies and initiatives.

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

No due diligence was conducted for human rights by external agencies. However, Labour officer and Factory inspector are carried out inspection on human rights in every year. Further, during performance of suvelience auidt from external agency on IMS (Integrated Management System) standard- EHS, HR department have been audited to verify its effectiveness of human rights and safety management system. The scope of audit covers manufacturing unit and offices including the value chain partners (supply chain partners) those are active in the company's manufacturing and business aspect.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, facility and office buildings are access friendly to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

4. Details on assessment of value chain partners:

The company has developed standard operating procedure on purchase to select and evaluate of value chain partners. These selection of subcontracters are carried out based on quality requirments, EHS aspect and human right .Going forward, the company is performed vendor evaluation for major raw material suppliers through technical and commercial audit .During evaluation, list of criteria have been considered such as:

- Product information & market details
- Product range/ limitation
- Manpower details (Key Management Technical,QA/QC staffs)
- Source of raw materials
- Total product capacity in facilities
- Testing report for mechanical, chemical or other.
- Applicable certificate and approvals
- EHS assessment, Human rights
- Finalcial statement(balance sheet)

Techinical audit such as EHS and HR due diligence have been performed based on company's implemented parameter such as availability of EHS policy, disposal process of waste, control measure on noise & emmissions, availability of safety training before assing in corresponding hazardous work, applicability of ESIC and PF.

Human right	% 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/Involuntary Labour	100%
Wages	100%
Others – please specify	100%

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

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity:

Parameter	Unit	FY 2022-23	FY 2021-22
Total electricity consumption (A)	GJ	8086.06	5848.09
Total fuel consumption (B)- LPG	GJ	442.73	303.19
Energy consumption through other sources (C) - Diesel	GJ	1.06	1.27
Total energy consumption (A+B+C) (GJ)	GJ	8529.85	6152.55
Energy intensity per rupee of turnover	GJ/Cr (INR)	15.44	15.9
(Total energy consumption in GJ/ turnover in rupees in Crores)			

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not applicable.

3. Provide details of the following disclosures related to water

Parameter	Unit	FY 2022-23	FY 2021-22		
	Water withdrawal by source (in kilolitres)				
(i) Surface water	KL	Not applicable	Not applicable		
(ii) Groundwater	KL	Not applicable	Not applicable		
(iii) Third party water	KL	12421	9304		
(iv) Seawater / desalinated water	KL	Not applicable	Not applicable		
(v) Others	KL	Not applicable	Not applicable		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	KL	12421	9304		
Total volume of water consumption (in kilolitres)	KL	12421	9304		
Water intensity per Cr. rupee of turnover (Water consumed / turnover)	KL/Cr(INR)	22.48	24		

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: The Company did not carry out independent assessment by an external agency for data validation.

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

To achieve Zero Liquid discharge in upcoming FY 23-24, company has established integrated and robust water management system. In line with company's commitment towards water risk mitigation, ETP system have been upgrated by including additional advanced technology like RO & MEE. Apart from that, ARP (Acid Regenration Plant) system is going to incorporat to minimize water pollution and protection of environmental degradation. The company is useing its treated water in gardening and sprinkling purpose.

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

Parameter	Unit	FY 2022-23	FY 2021-22
NOx	μg/m3	33.3	15.0
Sox	μg/m3	21.3	10.3
Particulate matter (PM 10)	μg/m3	60.6	70
Persistent organic pollutants (POP)	tones/annum	NA	NA
Volatile organic compounds (VOC)	tones/annum	NA	NA
Hazardous air pollutants (HAP)	tones/annum	NA	NA
Others – Process Emission (HCL)	mg/Nm3	10	6.4
Acid Mist	mg/Nm3	22.3	00

Note: The company regularly monitors and measures air emissions through an external agency(M/s Royal Environmental Auditing Consultancy services) on a quarterly basis.

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

Parameter	Unit	FY22-23	FY21-22
Scope 1	Metric tons of CO2 equivalent	28.01	19.23
Scope 2	Metric tons of CO2 equivalent	1315.82	1819.37
Total	Metric tons ofCO2 equivalent	1343.83	1838.6
Total Scope 1 and Scope 2 emissions per rupee of turnover	tco ₂ /Cr(INR)	2.43	4.75

The Scope 1 and Scope 2 calculations are from the energy, electricity and fuel usage at manufacturing site in India. . Futher, Scope 1 and 2 calculations are undertaken using guidelines and emissions factors prescribed by globally accepted frameworks and standards such as USEPA guideline, applicable guidelines of GHG Protocol.

7. Does the entity have any project related to reducing Greenhouse Gas emission? If yes, then provide details.

Not applicable.

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

Parameter	FY 2022-23	FY 2021-22		
Total V	Total Waste generated (in metric tons)			
Plastic waste (A)	Nil	Nil		
E-waste (B)	0.061MT	Nil		
Bio-medical waste (C)	Nil	Nil		
Construction and demolition waste (D)	Nil	Nil		
Battery waste (E)	Nil	Nil		
Radioactive waste (F)	Nil	Nil		
Other Hazardous waste. Please specify, if any. (G)	79.74 MT	68 MT		
Other Non-hazardous waste generated (H).	Nil	Nil		
Total $(A+B+C+D+E+F+G+H)$	79.8 MT	68 MT		

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons) $\frac{1}{2}$

Category	FY 2022-23	FY 2021-22
(i) Recycled	Nil	Nil
(ii) Re-used	Nil	Nil
(iii) Other recovery operations	-	-
Total	Nil	Nil

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

Category of waste	FY 2022-23	FY 2021-22
(i) Incineration:	Nil	Nil
(ii) Landfilling	79.74 MT	68 MT
(iii) Other disposal operations	NA	NA
Total	79.74 MT	68 MT

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, the Company did not carry out independent assessment by an external agency.

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

The company has established Integrated Management System(ISO14001:2015,9001:2015 and 45001:2018- standard) and procedure for environmental aspect to mitigate industrial pollutants and optimize its risk level with consideration to all aspect of waste disposal. With collaboration of an autorized Common Hazardous Waste Treatment, Storage & Disposal Facility, company dispose off all hazardous wastes, which are generating from its manufacturing facility, through landfill as per applicable regulatory requirement. Process wastes are being recycled and reuse to some extent such as treated waste waster have been reused in gardening and and sprinkling purpose.

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

The company does not have any offices or operational site in the vicinity of any ecologically sensitive area.

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

The company has not carried out any environmental impact assessment in current FY 2022-23.

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

Based on the nature of business, the company is compliance with all applicable Environmental Law/Regulations/Guidelines in India and agree to comply with the same. No observation or any fines / penalties / action had been imposed by regulatory agencies such as pollution control boards or by courts.

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

From non-renewable sources	Unit	FY 2022-23	FY 2021-22
Total electricity consumption (D)	GJ	8086.06	5848.09
Total fuel consumption (E)- LPG	GJ	442.73	303.19
Energy consumption through other sources (F)- DG	GJ	1.06	1.27
Total energy consumed from non-renewable sources (D+E+F)	GJ	8529.85	6152.55

Note: No, the Company did not carry out independent assessment by an external agency. However, they have a plan to perform energy audit to its entity(manufacturing site) in next financial year FY23-24.

2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of tre	eatment (in kiloliters)	
(i) To Surface water	2082	2454
No treatment	NA	NA
• With treatment – please specify level of treatment	2082	2454
(ii) To Groundwater	NA	NA
No treatment	NA	NA
• With treatment – please specify level of treatment	NA	NA
No treatment	NA	NA
• With treatment – please specify level of treatment	NA	NA
(iv) Sent to third parties	NA	NA
No treatment	NA	NA
• With treatment – please specify level of treatment	NA	NA
(v) Others: ETP (Effluent Treatment Plant) Capacity – 200 KL / day	NA	NA
No treatment	NA	NA
 With treatment – effluent water treatment has been done at ETP by Adding Chemicals and reused in the manufacturing process. 	2082	2454
Total water discharged (in kiloliters) and Reuse in manufacturing process.	2082 KL	2454 KL

3. Water withdrawal, consumption, and discharge in areas of water stress (in kiloliters):

Parameter	FY 2022-23	FY 2021-22		
Water withdrawal by source (in kilolitres)	Water withdrawal by source (in kilolitres)			
(i) To Surface water	Nil	Nil		
(ii) To Groundwater	Nil	Nil		
(iii) Third party water	12421	9304		
(iv) Seawater / desalinated water	Nil	Nil		
(v) Others	Nil	Nil		
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	12421	9304		

Parameter	FY 2022-23	FY 2021-22
Total volume of water consumption (in kiloliters)	12421	9304

4. Please provide details of total Scope 3 emissions & its intensity, in the following format:

The company will developed standard operating procedure to identify green house gas emissions (Scope 1, Scope 2 and Scope 3) and quantify the same for its business operation in the upcoming financial year FY23-24.

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

No independent assurance has been carried out by an external agency.

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Currently none of the locations(including manufacturing site and offices) of the company fall in/around ecologically sensitive areas.

6. 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:

S. No	Initiative undertaken	Details of the initiative (Weblink, if any, may be provided along-with summary)	
1	ARP (Acid Regeneration Plant)	Approx. 80% acid shall recover from its machine.	 Acid recovery from processes. Mitigate water pollution Reduce operation load capacity of ETP.
2	LED light installation	350 no. of LED light have been installed in manufacturing unit	 Energy/electricity conservation and reduction
3	Solar Panel installation	Provided at Hydro Power plant for Captive generation. Company have proposed plan on solar panel installation in their next FY 23-24	Energy conservation and reductionUse of renewable energy

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

Venus follows a well-defined Business Continuity Plan (BCP) that guides the Company's response to natural or human-made calamities and disasters, which could disrupt or severely contain the Company's operations. The BCP program addresses all aspects of business continuity – governance, situation monitoring, risk assessment, mitigation planning & tracking, stakeholder communication, liaison with external entities, and scenario planning. The entity is committed to conduct its operations in a safe & secure manner. Part of this commitment is preparing to respond to crisis that may occur. A key objective is for emergency preparedness and response activities to be consistent throughout manufacturing operation and associated site activities. Hence, they have an emergency handling team & rescue plan, which consists of standard operating procedures in case of any electrical short circuit, collapse of building, natural disasters like cyclone, flood, earthquake, acid rain or release of toxic gas from nearby industry etc.

8. 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?

As per information available, there has been no significant impact to the environment, arising from the value chain of the Company. However, the company has implemented standard operatring procedure for purchase. This process is applicable to all supply chain partners which binds the concerned to abide by the environment regulations of the geography of operation.

VII. 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.

To tal number of affiliation with trade and industry chambers are three.

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

Sl. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	Confederation of Indian Industry	National
2	The Gandhidham Chamber of Commerce & Industry	State
3	EEPC (Engineering Export Promotion Council of India)	National

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

No, there were no cases of anti-competitive conduct during the reporting period.

Leadership Indicators

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

Not Applicable

VIII. 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.

The Company has implemented CSR programe considering need and expectation of local communities. It has also address their requirement specifically on cost of living and qualithy of life(QoL). The Company has a local CSR associate in each of the communities to address their grievance.

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

	FY 2022-23	FY 2021-22	
Directly sourced from MSMEs/ small producers	The business operation of the company is such that majority of the key inputs/ raw material is required to be sourced from large		
Sourced directly from within the district and neighboring districts	suppliers, who are spread across India and overseas. It sources ancillary products, equipment and other services required as part of its operations from MSMEs/small producers and from suppliers within the same or neighboring districts.		

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:

SL No.	State	Aspirational District	Amount spent (In INR)		
1	Gujarat	Ahmedabad	45,00,000		
2	Gujarat	Gujarat Kutch 10,00,000			

3. 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:

The Company have not acquired or owned intellectual properties based on the traditional knowledge during the reporting period.

4. 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.

5. Details of beneficiaries of CSR Projects:

CSR projects mentioned below and pursued by the company are meant to benefit vulnerable and marginalized groups of communities.

SL. No.	CSR Project	No. of persons benefited from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
1	The company has jointly collaborated with Shri Raginiben Bipinchandra Sevakarya Trust (an NGO established under the Public Trust Act, 16 May 2013 Organization in Ahmedabad) for promoting education, medical facilities, and humanitarian field under SMSHMC Projects	The donation had been provided for the purpose of medical relief to poor people in the year of 2021-22. All most all the person of those region were benefited from CSR projects contributed by the company.	100%
2	Development of building construction of medical college.	The company have spent of Rs 45,00,000/ during FY 2022-23 to Shi Raginiben Bipinchandra Sevakarya Trust for building construction of medical college.	100%
3	Provide donation to Shri Gaushala Seva Samaitee (Morbia Comm.Centre,Gandhidham 370 201,Gujrat) for development of facilities and infrastructures.	Donation have been allocated for improvement of infrastructures	100%

IX. PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Consumer complaints and feedback are essential for businesses to understand and meet customer needs', to build a strong reputation, and ultimately thrive in the marketplace. Embracing consumer feedback as a valuable source of information and actively addressing complaints can lead to significant benefits for both businesses and consumers.

The Company is a consumer centric organisation and it treats any concern raise by its customers with utmost importance. The company has well established customer complaint and feedback mechanism . To achieve consumer expectations, Venus's complaint management process has evolved over the years, thereby remaining align to changing consumers expectations with respect to complaint acknowledgement and their resolution. All complaints are recorded and a time-bound corrective action plans are developed to resolve issues raised by customers in an efficient manner. The company has a dedicated pool of resources with required technical expertise for resolving the customer complain.

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	NA
Safe and responsible usage	NA
Recycling and/or Safe Disposal	NA

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	О	0	Nil	0	0	Nil
Advertising	0	0		0	0	-
Cyber-security	0	0		0	0	-

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

Aspect	Number	Reason for Recall
Voluntary recall /Mock recall	0	NA
Forced recall	0	NA

There are no instances of product 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.

Yes, The company may collect use, store, disclose or otherwise process personal data. The company is committed to protect personal and business sensitive information of its employees, customers, service providers and suppliers. The company has installed Firewal protection system (Sophos 120 nodes) and it has made of access control restriction. Further, as per company's cyber security and data protection commitment, proactive measures have been placed to prevent potential data breaches and protection of bugs or fraudulant interference.

All documents are kept in another system with robust passwork protection.

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; reoccurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

There has been no such instance which has occurred during FY2022-23.

Leadership Indicators

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

The company has dedicated sections in its website where detailed information on products are provided. The webside link is https://www.venuspipes.com. Additionally, the potential customers can also enquire for company products via "enquiry" facility provided on company website. Further, company has shared its product portfolio in the social media like facebook, twitter, linkedin and Youtube.

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

The usage of products and its description is outlined in corporate brochure. The Company has 'product' section in its official website (https://www.venuspipes.com/products/stainless-steel-welded-pipes/) that gives full information on product specification, grades, application, and sustainable practices certified by third-party agencies. The company also extends an opportunity to explain about its innovations, new technology and techniques that are implemented to enhance product quality and work methodology to its consumers.

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

The company has put in place effective communication protocols, both formal and informal, to inform its bulk and industrial customers on risk of potential disruption related to supply.

The sales teams, and supply chain management teams are maintain in constant with their clients and the dealership network. The teams are pro-active and promptly inform to the customers and the dealership network if any disruption happenedd in supply.

In case of any major disruption may occure, the company also has the ability to use its website and social media to inform customers of any disruption.

4. Did your entity carry out any survey about 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)

The company receives customer feedback, from its external stakeholders and intersted parties such as channel partners, clients and tenders, supplier to measure customer satisfaction and arrive at a quantitative

measure.Based on feed back, and rating, action plan has taken and shared with management to develop future plans of the Company. In company's feedback form, list of paramter such as price competitiveness, delivery, product quality, documentation-timely receipt, customer relationship and complaint redressel have been considered. In FY 2022-23, Overall summary of customer feedback received from the clients is 90%.



Data classification: DC1 (Internal)

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