Business Responsibility and Sustainability Report (BRSR)

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Company	L74899PB1995PLC033417
2	Name of the Company	Mrs. Bectors Food Specialities Limited
3	Year of Incorporation	1995
4	Registered office address	Theing Road, Phillaur, Punjab-144410
5	Corporate office address	1st Floor, Emaar Digital Green, Tower-A, Golf Course Extension Road, Sector 61, Gurugram, Haryana-122102 India
6	E-mail	atul.sud@bectorfoods.com
7	Telephone	+91-1826 225418 +91-1826 222826 +91-124-4096300
8	Website	www.bectorfoods.com
9	Financial year for which reporting is being done	1st April, 2023 to 31st March, 2024
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	INR 58,81,74,740/-
12	Name and contact details (telephone, email address) of the person for BRSR Reporting	Name: Atul Sud Position: Company Secretary & Compliance Officer Phone Number: +91-1826 222826 Email: atul.sud@bectorfoods.com
13	Reporting boundary	Mrs. Bectors Food Specialities Limited on a consolidated basis
14	Name of assurance provider	-
15	Type of assurance obtained	Not Applicable

II. Products/Services

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

S. No.	Description of Main Activity	Description of Business Activity	% Of Turnover of the entity
1.	Biscuits and Bakery Products	The Company manufactures and sells biscuit and bakery products across 16 Depots, 400+ Super Stockist, 5000+ CPOs, 1195+ Distributers, 550k+ Retail outlets and exports to 70 countries in the world	100%

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

S. No.	Product/Services	NIC Code	% Of total turnover contributed
1.	Biscuit and Bakery Products	1071	100%

III. Operations

18. No. of locations where plants and/or operations/offices of the entity are situated:

The company's operations are spread across the country including plants and corporate offices.

S. No.	Location	Number of plants	Number of offices	Total
1.	National	7	1	8
2.	International	0	1	1

19. Markets served by the entity

a. Number of locations

S. No.	Number of Locations served	Number
1.	National (Number of states)	26 states and 6 union territories
2.	International (Number of countries)	70

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

In the year 2023-24, 31% of the total turnover is the contribution of exports for the company.

c. A brief on types of customers

Mrs. Bectors Foods' biscuit and bakery products are served to various institutions, canteen store departments, Modern Trade, QSR chains, food franchises and large and small distributors across the globe.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
	Employees					
1.	Permanent (D)	1304	1260	96.63%	44	3.37%
2.	Other than permanent (E)	All employees at MBFSL and its subsidiary Companies are permanent employees				
3.	**Total employees (D+E)**	**1304**	**1260**	**96.63%**	**44**	**3.37%**
	Workers					
4.	Permanent (F)	1505	1208	80.27%	297	19.73%
5.	Other than permanent (G)	3999	3436	85.92%	563	14.08%
6.	**Total workers (F+G)**	**5504**	**4644**	**84.38%**	**860**	**15.63%**

b. Differently abled Employees and workers:

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
	Differently abled Employees					
1.	Permanent (D)	0	0	0%	0	0%
2.	Other than permanent (E)	All employees at MBFSL and its subsidiary Companies are permanent employees				
3.	**Total Differently abled employees (D+E)**	**0**	**0**	**0%**	**0**	**0%**
	Differently abled Workers					
4.	Permanent (F)	0	0	0%	0	0%
5.	Other than permanent (G)	0	0	0%	0	0%
6.	**Total Differently abled workers (F+G)**	**0**	**0**	**0%**	**0**	**0%**

21. Participation/Inclusion/Representation of women

	Total	No. and percentage of Females	
	No. (A)	No. (B)	% (B/A)
Board of Directors	8	1	12.5%
Key Management Personnel	7*	0	0 %

* Key Management Personnel includes 4 executive directors who are counted under BODs

22. Turnover rate for permanent employees and workers

Category	FY 2024			FY 2023			FY 2022		
	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)
Permanent employees	36%	27%	32%	28%	27%	28%	21%	36%	21%
Permanent workers	19%	23%	21%	22%	22%	22%	25%	20%	23%

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

23. Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% Of shares held by listed entity	Does the entity participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Mrs. Bector's English Oven Limited	Subsidiary	100%	Yes
2.	Bakebest Foods Private Limited	Subsidiary	100%	Yes
3.	Mrs. Bectors Food International (FZE)	Subsidiary	100%	Yes
4.	Cremica Agro Food Limited	Associate	43.09%	No

VI. CSR details

24.

I. Whether CSR is applicable as per section 135 of Companies Act, 2013

Yes, CSR is applicable as per Section 135 of Companies Act, 2013.

II. If yes Turnover and Net worth of the Companies on which it is applicable:

- **Mrs. Bectors Food Specialities Limited**

  Turnover– INR 1512 Crores

  Net worth – INR 612 Crores

- **Bakebest Foods Private Limited (100% wholly owned subsidiary of Mrs. Bectors Food Specialities Limited)**

  Turnover– INR 112 Crores

  Net worth – INR 78 Crores

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 (NGBRC):

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			FY 2023		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes The communities have access to the company's website, a dedicated phone number helpline and company representatives at each plant location through which they can register complaints or address any grievances. https://www.bectorfoods.com/contact	0	-	-	0	-	-
Investors	Yes The Company has designated an email-ID for investor services, i.e., atul.sud@bectorfoods.com and the same is prominently displayed on the Company's website, https://www.bectorfoods.com/contact	0	-	-	0	-	-
Shareholders	Yes MBFSL's Stakeholders' Relationship Committee considers and resolves the grievances of the shareholders of the company	0	-	-	4	0	All the complaints received from shareholders were resolved and the shareholders were satisfied.
Employees and workers	Yes MBFSL has a grievance handling and ICC Committee to address employee concerns and complaints pertaining to human rights, working conditions and labor practices	21	0	Complaints received from employees were immediately resolved by the company	8	0	Complaints received from employees were immediately resolved by the company

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			FY 2023		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Customers	Yes MBFSL has process in place to receive and address complaint pertaining to product quality and other concerns through email and customer care phone number. This grievance addressal is through official company website and retail pack labels for all the products. https://www.bectorfoods.com/contact	769	0	All the complaints were resolved during the year	648	0	All the complaints were resolved during the year
Value Chain Partners	Yes Value chain partners such as suppliers are encouraged to bring to notice any complaints or issues with the concerned MBFSL representative, through company's website or through the helpline number at any time during the contract as well post the contract https://www.bectorfoods.com/contact	0	-	-	0	-	-

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

MBFSL carried out the materiality assessment to identify ESG material issues and understand the relative importance of these issues to its stakeholders. For all the material issues, there are specific initiatives and indicators to track the issues identified

S. No.	Material issue identified	Is it risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Food Safety and Quality for consumers	Risk and opportunity	Risk: As a food product company, MBFSL must uphold stringent standards of food quality and safety. Failure to meet these standards could pose health risks to consumers, resulting in dissatisfaction, complaints, and potential legal actions against the company. Opportunity: Securing internationally recognized certifications for food quality and safety would enhance our brand reputation and position MBFSL as a preferred choice among customers.	Implementing food safety and quality management systems along with conducting regular audits for food safety and quality assurance across all manufacturing units.	Negative: Breach of any safety standard would hamper the company's reputation and finances Positive: Proper compliance of regulations would enable us to grow our business
2.	Waste management	Risk and Opportunity	Risk: Rapidly changing regulations around EPR in India and non-compliance risk of such regulations Opportunity: Embracing more efficient resource utilization to curtail waste generation could pave the way for realizing a circular economy.	Adopt measures to collect waste and segregate it by waste type. Ensure that all types of waste is diverted from landfill by recycling or reusing the waste	Positive: Innovative waste-reduction solutions and the implementation of the 3R waste-management philosophy (Reduce, Reuse, and Recycle) may result in resource optimization and cost savings. Negative: Any mismanagement of hazardous trash may endanger people's health or result in noncompliance. The outcome may have a negative financial impact.
3.	Corporate Governance	Opportunity	Strong and efficient senior management would enable us to achieve our goals promptly and swiftly	Establishment of a committee which is responsible for overseeing sustainability initiatives and ensuring the achievement of sustainability targets and goals.	Positive: Robust governance practices will drive our business towards excellence and growth.
4.	Emissions and Energy	Risk and Opportunity	Risk: MBFSL primarily relies on grid power, diesel, and gas to meet its energy demand, all of which contribute to significant greenhouse gas (GHG) emissions. With tightening regulations and national emission reduction targets, the company will need to transition to renewable energy sources and reduce emissions from its operations. Opportunity: To address climate change, there is potential for progressing towards energy efficiency, adopting renewable energy sources, improving material utilization, and implementing hybrid technologies.	Transitioning to solar energy, electric vehicles and other adoption of energy efficiency measures across the operations	Positive: Green energy technology investments are growing due to environmental and sustainability concerns, offering cost-effective and long-term solutions. Negative: To align with the government's goal of achieving net-zero GHG emissions, we're reducing reliance on fossil fuels, which requires additional investments.
5.	Human rights & Fair Labor Practices	Risk	Taking responsibility for identifying and managing human rights risks within its operations and supply chain, along with mitigating potential negative impacts and associated damages. Additionally, navigating evolving human rights regulations presents a challenge.	Ensure that the workforce is trained in human rights, and the training is extended to value chain partners as well. Address any human rights issues arising through a grievance mechanism and conduct due diligence across operations in the near future	Negative: Any violation could endanger the organization's reputation and financial stability.

S. No.	Material issue identified	Is it risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6.	Sustainable Agriculture & Sourcing	Risk and Opportunity	Risk: The absence of ethical and sustainable ingredients may disrupt operations. Additionally, fluctuations in the price and availability of raw materials pose a risk to the company. Opportunity: Acquiring internationally recognized certifications for governing food quality and safety would enhance our brand value and position us as a preferred choice for customers.	Boost the utilization of sustainable ingredients through investment in research and development. Launch initiatives to educate farmers on sustainable agricultural practices.	

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. These are briefly as under:

P1	Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent, and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive to all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and restore the environment
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Policy and Management processes

	Points	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. (a)	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
1. (b)	Has the policy been approved by the Board? (Yes/ No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
1. (c)	Web Link of the Policies, if available	The policies of the Company can be accessed through the link i.e., https://www.bectorfoods.com/investors								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4	Name of the national and international codes/ certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	All the Policies have been made as per the National Guidelines on Responsible Business Conduct, 2019 released by the Ministry of Corporate Affairs. In addition, the company's policies are in line with the National and International governance standards like FSSC 22000, BRCGS, SEDEX, FSSAI standards, RSPO, RA etc.								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	MBFSL has embarked on their sustainability journey and has committed to specific goals and targets on sustainability areas such as food safety and quality, water management, circular packaging, waste reduction, sustainable sourcing, diversity and inclusion, health and safety of employees, human rights, health & nutrition, community development, responsible marketing, risk management, and data privacy and security.								

6	Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	To ensure accountability, MBFSL has committed to measuring its performance on sustainability KPIs against the goals and targets set. The company will be reporting on these KPIs going forward.

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)	We are collaboratively making efforts to forge a more promising future that transcends the conventional focus on profitability by embracing principles of sustainability, inclusivity, and prosperity. Our longstanding conviction remains that sustainability and growth are inherently intertwined, and the long-term success of any organization is significantly shaped by its proactive responsiveness to environmental, social, and governance imperatives. Consequently, we have undertaken purposeful measures to address disparities within and beyond our organization, cultivate and uphold the confidence of our stakeholders, and foster a more environmentally sustainable trajectory. We believe in leading by example and providing solutions in the form of leading, sustainable, and trustworthy products in our industry, hence strengthening our brand.
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	MBFSL has implemented robust internal control system methods and best-in-class processes that are proportionate to the size and scale of its operations. At the Company, Mr. Manu Talwar (Chief Executive Officer) oversees the Business Responsibility policy and decisions.
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Company does not have any specified committee of the Board. However, the CSR Committee of the Company provides oversight on issues related to sustainability.

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								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y

	Subject for Review	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Performance against above policies and follow up action	Yes, policies are internally assessed and updated/modified in response to changing business circumstances.								
2	Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	The Company is in compliance with applicable laws and regulations								

11	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
		Y	Y	Y	Y	Y	Y	Y	Y	Y

The company has robust review mechanisms and internal audit processes to evaluate its policies. The policies are reviewed by independent third-party firms periodically.

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

	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The entity does not consider the principles material to its business (Yes/No)									
2	The entity is not at a stage where it is able to formulate and implement the policies on specified principles (Yes/No)									
3	The entity does not have the financial or/human and technical resources available for the task (Yes/No)					NA				
4	It is planned to be done in the next financial year (Yes/No)									
5	Any other reason (please specify)									

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

ESSENTIAL INDICATORS

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

S. No.	Segment	Total number of training & awareness programmes held	Topics / principles covered under the training	% Of persons in respective category covered by the awareness programmes
1	Board of Directors	2	Business Responsibility and Sustainability	100%
2	Key Managerial Personnel	3	The KMP participated in below sessions: 1. Compliance Management Tool - Lawrbit 2. SDD Compliance Software 3. Attendance Tool Implemented by IT These topics are covered in salient detail on the principles.	100%
3	Employees other than BOD and KMPs	632	BBS, Electrical Safety, Health & Safety Training, First Aid Training, Fire Fighting, Shop Floor Training, PPEs, Workplace Inspection training.	100%
4	Workers	632	BBS, Electrical Safety, Health & Safety Training, First Aid Training, Fire Fighting, Shop Floor Training, PPEs, Workplace Inspection training.	100%

Other than this all new non-executive directors inducted to the Board are introduced to our Company culture through orientation sessions. Executive directors and senior management provide an overview of operations and familiarize the new non-executive directors on matters related to our values and commitments. They are also introduced to the organization structure, services, Group structure and subsidiaries, constitution, Board procedures, matters reserved for the Board, major risks and risk management strategy. The details of the familiarization program are also available on the Company's website, at https://www.bectorfoods.com/panel/uploads/investor/09302021075106MBFSL-FamiliarizationProgrammeforIndependentDirectors.pdf

2. **Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by its directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions in FY 2024**

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

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

Case Details	**Name of the regulatory/ enforcement agencies/ judicial institutions**
	Not Applicable

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

The Company's Code of Conduct includes its policy on ethics, bribery, and corruption, and it applies to the Board of Directors, senior management team, and workers. Upon getting hired, every employee is expected to sign this code.

MBFSL has a zero tolerance policy for bribery and corruption, and employees have been told not to engage in it directly or through intermediaries (agents, partners, contractors, family members, or anyone else acting on someone's behalf). They are also cautioned not to take advantage of a third party, such as a supplier or contractor, when dealing with them.

Every year, Board members and senior management affirm that they are compliant with the Code of Conduct and will continue to be so. The company's code of conduct can be accessed at https://www.bectorfoods.com/panel/uploads/investor/09302021074839MBFSL-CodeofConductforEmployeesandotherConnectedPersons.pdf

5. **No of Directors/KMPs/Employees against whom disciplinary action was taken by any law enforcement agency for the charges of bribery / corruption**

	Segment	**FY 2024**	**FY 2023**
1	Directors	NIL	
2	Key Managerial Personnel		
3	Employee		
4	Workers		

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

	Segment	**FY 2024**		**FY 2023**	
		Number	**Remarks**	**Number**	**Remarks**
1	Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	-	NIL	-
2	Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	-	NIL	-

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

   Not Applicable

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

	FY 2023-24	FY 2022-23
Number of days of accounts payable	32.90	27.84

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 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	48.7%	44.9%
	b. Number of dealers / distributors to whom sales are made	0	0
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	23.6%	22.9%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0	0
	b. Sales (Sales to related parties / Total Sales)	0	0
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0	0
	d. Investments (Investments in related parties / Total Investments made)	91%	88%

LEADERSHIP INDICATORS

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

   MBFSL makes continuous efforts to educate and create awareness amongst the suppliers and other value chain partners on ESG areas such as human rights, fair labour practices, environmental impact and others.

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, MBFSL has policies in place to prevent and manage conflicts of interest among board members. In the event of a potential conflict of interest, he or she must fully disclose all facts and circumstances to the Board of Directors, and consent from the Board is required.

   According to the Company's Code of Conduct, Board members and Senior Management must follow the following guidelines:

   - Directors and Senior Management should not engage in any activity or employment that interferes with their performance or responsibility to the company, or that is otherwise in conflict with or detrimental to the company.
   - Directors/Senior Management personnel and their immediate families should normally avoid interests in such companies/entities that jeopardize their commitment to the Company.
   - Directors/Senior Management employees should avoid doing business with a relative or a firm/company in which a relative/related party has a key role.

The policy which relates to this can be accessed at https://www.bectorfoods.com/panel/uploads/investor/09302021074903MBFSL-Code-of-conduct-for-DirectorsandtheSeniorManagement.pdf

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

ESSENTIAL INDICATORS

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

S. No.	Segment	FY 2024	FY 2023	Details of improvements in environmental and social impacts
1	R&D	14%	14%	The company has taken initiatives in reducing plastic consumption/wastage by removing use of plastic trays in some of SKUs in product portfolio.
2	Capex	8%	8%	Solar power panels installed at the Noida, Rajpura, Khopoli and Phillaur manufacturing facility.

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

   Yes, the company prefers to source locally to maintain the sustainability of its supply chain. The Company chooses its suppliers through strictly laid out internal procedures and engages with them according to non-negotiable minimum standards. It promotes the use of sustainable ingredients such as responsibly sourced palm oil and cocoa powder in some of the products; in line with customer-specific requirements.

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

Sustainable Ingredients	2023-24	2022-23
UTZ Cocoa	1.16%	0.79%
RSPO	0.91%	0.55%

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

   The company has created novel methods for decreasing the resources utilized in product packaging. The emphasis was on employing lighter, stronger, and more environmentally friendly materials. MBFSL is dedicated to a sustainable environment, with a particular emphasis on plastic waste management, by disposing it with an authorized vendor for both bakery and biscuit units. The vendors further recycle all the non-hazardous and hazardous waste generated by the company at all the plant locations.

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

   Yes. MBFSL is in compliance with the requirements of Plastic Waste Management Rules, 2016 and subsequent amendments. The company is registered with Central Pollution Control Board (CPCB) with all the requested documentation and the waste collection plan is in line with the EPR plan submitted to CPCB. In line with EPR initiatives, the company has:

   - Reused and recycled materials instead of virgin materials in the product packaging
   - Recycling processes for waste generated in the manufacturing units through authorized vendors
   - Reduction of plastic waste by removal of plastic trays from biscuit products' packaging
   - Recyclable packaging of 100% of the product portfolio

LEADERSHIP INDICATORS

1. **Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes/ No) If yes, provide the web-link.
The company has not yet conducted Life Cycle Perspective/Assessments for any of the products but is continuously improving the quality and contribute to sustainability throughout life cycle of the product portfolio.					

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).**

Indicate Input Material	Recycle or re-used input material to total material	
	FY 2023-24	FY 2022-23
Plastic	70%	70%

AT MBFSL, packaging films and laminates used by company are 100% recyclable. Company is registered with CPCB and involved in EPR activity and meeting/complying 100% targets of plastic waste recycling as per CPCB year wise defined targets/guidelines thru outsourcing. Cartons and Duplexes used are made from paper having up to 70% recycled content and are 100% recyclable. Plastic trays used are made from plastic film having up to 30% recycled content and are 100% recyclable.

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:**

   MBFSL has partnered with multiple local vendors which are authorized by SPCB/CPCB to recycle and reused the plastic waste generated. The vendors process the waste to be reused by other industries. The byproducts during the processing of waste are also reused.

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

   Please refer to responses to Questions 3 and 4 above

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	Total (A)	% Of employees covered by									
		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)
Permanent Employees											
Male	1260	1260	100%	1260	100%	NA*	NA*	NIL	NIL	1260	100%
Female	44	44	100%	44	100%	44	100%	NA*	NA*	44	100%
Total	**1304**	**1304**	**100%**	**1304**	**100%**	**44**	**100%**	**NIL**	**NIL**	**1304**	**100%**

Category	Total (A)	% Of employees covered by									
		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)
Other than Permanent Employees											
Male	All employees at MBFSL and its subsidiary Companies are permanent employees.										
Female											
Total											

*NA refers to Not Applicable

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

Category	Total (A)	% Of workers covered by									
		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)
Permanent Workers											
Male	1208	1208	100%	1208	100%	NA*	NA*	NIL	NIL	NA*	NA*
Female	297	297	100%	297	100%	279	88.57%	NA*	NA*	279**	88.57%
Total	**1505**	**1505**	**100%**	**1505**	**100%**	**279**	**88.57%**	**NIL**	**NIL**	**279**	**88.57%**
Other than permanent workers											
Male	3436	3436	100%	3436	100%	NA*	NA*	NIL	NIL	NA*	NA*
Female	563	563	100%	563	100%	563	100%	NA*	NA*	501**	100%
Total	**3999**	**3296**	**100%**	**3999**	**100%**	**563**	**100%**	**NIL**	**NIL**	**501**	**100%**

*NA refers to Not Applicable

**Daycare facilities are provided only to the female workers in the plant locations

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

	FY 2023-24	FY 2022-23
Cost incurred on well- being measures as a % of total revenue of the company	0.00164%	0.00151%

2. Details of retirement benefits for Current and Previous FY

	Benefits	FY 2024			FY 2023		
		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.)
1	PF	96%	98%	Y	95%	97%	Y
2	Gratuity	100%	100%	Y	100%	100%	Y
3	ESI	28%	84%	Y	27%	95%	Y
4	After Retirement Medi-Claim	NIL	NIL	NIL	NIL	NIL	NIL

3. **Accessibility of workplaces - Are the premises / offices of the entity accessible to differently abled employees, 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, our facilities are accessible to the people with disabilities. Ramps, lifts, and handrails for stairwells have been installed at the Company's numerous locations, including the offices/premises, to assist the movement of differently abled individuals. As a result, the Company's premises have been made more accessible.

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.**

   MBFSL is committed to diverse and inclusive workforce and is an equal opportunity employer. The company ensures to deliver performance-based rewards and recognition across the workforce, which is drawn from diverse backgrounds, educational qualifications and experience.

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

Gender	Permanent Employees		Permanent Workers	
	Return to work Rate (%)	Retention Rate (%)	Return to work Rate (%)	Retention Rate (%)
Male	NIL	NIL	NIL	NIL
Female	NIL	NIL	NIL	NIL
Total	NIL	NIL	NIL	NIL

In the reporting financial year, no permanent employee and worker took parental leave at MBFSL.

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

		Yes/No (If yes, then give details of the mechanism in brief)
1	Permanent workers	The organization has a strong and detailed Grievance Redressal Mechanism in place to protect our permanent/non-permanent workers and employees. Procedures have been established to ensure that the process of registering a complaint, investigating it, and ultimately reaching an appropriate decision is handled professionally and confidentially.
2	Other than Permanent Workers	
3	Permanent Employees	
4	Other than Permanent Employees	

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

Category	FY 2024			FY 2023		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / Workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	1304	NIL	NIL	1058	NIL	NIL
Male	1260	NIL	NIL	1031	NIL	NIL
Female	44	NIL	NIL	27	NIL	NIL
Total Permanent Workers	1505	310	20.6%	1446	372	26%
Male	1208	250	20.7%	1088	299	27%
Female	297	60	20.2%	358	73	20%

8. **Details of training given to employees**

Category	FY 2024					FY 2023				
	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)
Employees										
Male	1260	796	63.1%	977	77.5%	1031	1031	100%	928	90%
Female	44	43	97.7%	39	88.6%	27	27	100%	24	89%
Total	**1304**	**839**	**64.3%**	**1016**	**77.9%**	**1058**	**1058**	**100%**	**952**	**90%**
Workers										
Male	4644	4644	100%	4644	100%	3671	3671	100%	3304	90%
Female	860	860	100%	860	100%	697	697	100%	627	90%
Total	**5504**	**5504**	**100%**	**5504**	**100%**	**4368**	**4368**	**100%**	**3931**	**90%**

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

Category	FY 2024			FY 2023		
	Total (A)	No (B)	% (B/A)	Total (C)	No (D)	% (D/C)
Employees						
Male	1260	1260	100%	1031	1031	100%
Female	44	44	100%	27	27	100%
Total	**1304**	**1304**	**100%**	**1058**	**1058**	**100%**
Workers						
Male	4644	1526	46.4%	1088	980	90%
Female	860	191	40.81%	358	322	90%
Total	**5504**	**1655**	**55.4%**	**1446**	**1302**	**90%**

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?**

An Occupational Health Management System, aligned to ISO 45001 requirements, has been followed and encompasses all bakery and biscuit manufacturing plants.

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

MBFSL is committed to provide a safe and healthy working environment for the workforce. The company identifies work related hazards for each department through HIRA (Hazard Identification & Risk Assessment) framework. The process involves hazard identification, likelihood and consequence assessment, risk evaluation based on the existing controls and listing of recommendations to reduce those risks which are not under acceptable limits.

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

At MBFSL, work related hazards can be reported to the operation in-charge, who further informs the safety officer. The safety officer is responsible to conduct a methodical investigation on the hazard reported and submit the report to management. In addition to these procedures, there are periodic sessions conducted for the workforce on potential health and safety risks and how to mitigate the risks.

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

Yes, MBFSL believes in establishing an environment in which employees' needs, in addition to their salary, are met. Employees and workers have access to medical benefits through Company provided insurance policies, funded medical support and where applicable, statutory benefits under ESIC.

11. Details of Safety related incidents

	Safety Incident/Number	Category	FY 2024	FY 2023
1	Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)*	Employees	0	0
		Workers	0.59*	0.26*
2	Total recordable work-related injuries	Employees	0	0
		Workers	60	11
3	No. of fatalities	Employees	0	0
		Workers	0	0
4	High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
		Workers	0	0

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

MBFSL has put in place comprehensive health and safety procedures for the safety and well-being of the workers and employees. The company continues to provide a healthy and safe working environment to the entire workforce by conducting Environment, Health & Safety training & awareness sessions periodically as well as first aid trainings are provided to plant workers. To strengthen the existing processes, the company has aligned itself to certain health and safety global standards.

13. Number of Complaints on the following made by employees

	FY 2024			FY 2023		
	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	11	0	-	3	0	-
Health & Safety	10	0	-	5	0	-

14. Assessments for the year

MBFSL's plants have Health and Safety Management Systems and follow safe working conditions. In addition, all MBFSL plants are regularly audited by third party audit agency on social, ethical, health & safety, environment (SEDEX). The four pillars of the audit conducted are labor standards, health and safety, environment and business ethics.

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

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

Based on findings of the audits conducted by third parties, corrective and preventive measures are taken. MBFSL management may request a detailed investigation to identify the root causes and to understand the measures required to prevent recurrence of any incidents that may have occurred.

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. If event of death of any worker or employee takes place, MBFSL provides financial help to the individual's family members.

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

   At MBFSL, Sums deducted/gathered in the books of account in regard of undisputed statutory dues including Goods and Services Tax ('GST'), Provident Fund, Employees' State Insurance, Income Tax, Duty of Customs, and other material statutory dues are regularly deposited with the appropriate authorities.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024	FY 2023	FY 2024	FY 2023
Employees	0	0	0	0
Workers	0	0	0	0

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)**

   MBFSL is committed to invest in the employee development through continuous learning and development programs and enhance the employability of its workforce. Additionally, the company does provide post-employment benefit plans to the staff that qualify.

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

   In the reporting period, MBFSL did not conduct an assessment on the value chain partners but going forward, the company plans to cover the value chain partners in health and safety assessments.

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

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.**

   MBFSL creates working partnerships, establishes trust through productive interactions, and views internal and external stakeholders as important to its operations. Key stakeholders are defined based on their influence and impact on the company's operations. MBFSL undertook a materiality assessment in consultation with external and internal stakeholders via surveys. The first phase in this procedure was to identify internal stakeholders as employees and external stakeholders as investors, analysts, biscuit and bakery suppliers, competitors, and biscuit, bakery and export customers. Furthermore, community groups were picked by the company to spend resources in the form of CSR projects to ensure community development.

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
Communities	Yes	Community engagement and local community meetings	Continuous, need-based	Positive, social and economic contribution

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 and Shareholders	No	• Annual General Meeting • Annual Report • Annual Business Responsibility and Sustainability Report • A dedicated portal for investor's grievances • A separate division specifically dedicated to serving investors	Quarterly, annual, need-based	• Compliance to laws and regulatory requirement • Return on investment/ dividend • Timely interest and debt repayment • Socially/environmentally responsible investment • Speedy redressal of grievances • Communicate financial and non-financial targets/ goals, strategy, and progress
Analysts	No	• Market research	Annual, need-based	Gathering, analyzing, and interpreting marketing data
Employees and workers	No	• Performance Review • Feedback surveys • Emails • Town hall/open-house meetings • Health, Safety and Environment (HSE) Policy communication • Intranet • Family get-togethers • Training and Workshops	• Continuous, monthly, • Half-yearly, need-based	• Respect and dignity • Non-discrimination and fair treatment • Employee management, learning and skill development • Career planning and growth • Employee Satisfaction • Work-life balance • Positive work environment • Health and safety • Grievance redressal • Ethical behaviour/statutory compliance
Customers	No	• Customer feedback • Market research • Ads and marketing campaigns	Continuous, need-based	• Product quality, safety, and nutrition • Ethical business practices
Suppliers	No	• Supplier meets • In-person meetings • Operational review • Contracts and agreements	Continuous, need-based	• Fairness and transparency in contractual process • Competence development of supply chain partners • Timely payment and honoring commitments • Long-term association • Clarity in terms and conditions • Operational and resource efficiencies • Ensuring ethical business conduct • Collaborate to create positive environmental and social impact

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.**

   MBFSL believes that an effective stakeholder engagement mechanism is critical to achieving long-term sustainability goals and overall company success. The company's sustainability strategies are prioritized by the board of directors.

   - During the fiscal year, the company conducted a thorough materiality assessment and stakeholder engagement process to better understand the critical environmental, social, and governance (ESG) concerns that are important to the Company's businesses.
   - As part of this effort, the company engaged with key internal and external stakeholders to understand their challenges and incorporate their perspectives into materiality assessments for prioritizing ESG matters

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, the company interacted with MBFSL's significant stakeholders, allowing it to work efficiently on its ESG strategies and be upfront about the results. Through online surveys, the company received inputs from 50+ internal and external stakeholders. Stakeholder engagement insights were analyzed to create the materiality matrix and finalize the list of 15+ areas to focus on under environment, social and governance.

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

   CSR is built at MBFSL on the concept that business sustainability is inextricably linked to the sustainable development of the communities in which the business works and the environment in which the business operates.

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			FY 2023		
	Total (A)	No. of employees /workers covered (B)	% (B/A)	Total (C)	No. of employees /workers covered (D)	% (D/C)
Employees						
Permanent	1304	1304	100%	1058	1058	100%
Other than permanent	All employees at MBFSL and its subsidiaries are permanent employees					
Total employees	**1304**	**1304**	**100%**	**1058**	**1058**	**100%**
Workers						
Permanent	1505	1505	100%	1446	1446	100%
Other than permanent	3999	3999	100%	2922	2922	100%
Total workers	**5504**	**5504**	**100%**	**4368**	**4368**	**100%**

2. **Details of minimum wages paid to employees and workers**

Category	FY 2024					FY 2023				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employees										
Permanent	1304	47	3.60%	1257	96.40%	1058	14	1%	1044	99%
Male	1260	44	3.49%	1216	96.51%	1031	14	1%	1017	99%
Female	44	3	6.82%	41	93.18%	27	0	0%	27	100%
Other than permanent	All employees at MBFSL and its subsidiary Companies are permanent employees									
Male										
Female										
Workers										
Permanent	1505	290	19.27%	1215	80.73%	1446	572	40%	874	60%
Male	1208	100	8.28%	1108	91.72%	1088	313	29%	775	71%
Female	297	190	63.97%	107	36.03%	358	258	72%	100	28%
Other than permanent	3999	3280	82.02%	719	17.98%	2922	2220	76%	702	24%
Male	3436	2757	80.24%	679	19.76%	2583	2177	84%	406	16%
Female	563	523	92.90%	40	7.10%	339	287	85%	52	15%

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

   a. **Median remuneration / wages:**

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	7*	71,64,696	1*	1,25,000
Key Managerial Personnel	7^	1,67,13,692	0	0
Employees other than BoD and KMP	1253	3,24,372	44	3,42,180
Workers	4644	1,31,244	860	1,28,844

*Remuneration for Board of Directors include commission paid during the year and sitting fees paid to Non-Executive Directors.

^Includes 4 executive directors, who are counted under BODs as well

   c. **Gross wages paid to females as % of total wages paid by the entity, in the following format:**

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	11%	5%

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. MBFSL has dedicated personnel who are responsible for addressing human rights issues caused by the company.

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

   MBFSL is committed to providing a safe and healthy work environment and has a zero tolerance policy for any infringement of human rights. The company has established a good procedure for reporting issues or concerns at work. All the grievances are handled and addressed by the Grievance Handling Committee and IIC Committee. Any employee, retainer/consultant, associate, supplier, or business partner can file a complaint with the Ombudsman. While addressing the concern, all actual violations are dealt with severely based on the principles of natural justice, confidentiality, sensitivity, non-retaliation, and fairness. The issues are handled sensitively while providing prompt action and closure.

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

	FY 2024		FY 2023	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Sexual Harassment	MBFSL received no complaints on any of the following issues from the employees and workers during the reporting period.			
Discrimination at workplace				
Child Labour				
Forced Labour/ Involuntary Labour				
Wages				
Other human rights related issues				

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

	FY 2023-24	FY 2022-23
Total Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

When dealing with complaints, every effort is made to conduct the investigation in a peaceful manner in order to avoid any unpleasant situations. According to the Company's code of conduct, any kind of harassment and discrimination based on gender, religion, age, sex, origin and other such characteristics shall be strictly prohibited. The Company is committed to ensuring that all employees work in an environment that not only promotes diversity and equality, but also mutual trust, equal opportunity and respect for human rights. The Company is also committed to providing a work environment that ensures every woman employee is treated with dignity, respect and accorded equal treatment. The Company has formulated a policy on prevention of sexual harassment in accordance with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 to ensure prevention, prohibition, and redressal against sexual harassment.

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

Yes. Some of the business partnership agreements that MBFSL enters has human rights requirements forming a part of the contract. The company promotes human rights across the value chain and ensures it as an essential part of conducting business.

10. **Assessments for the year**

MBFSL did not conduct human rights assessment in the reporting year but the company plans on conducting such assessments in the near future.

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

Not Applicable.

LEADERSHIP INDICATORS

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

Not Applicable

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

Not Applicable

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, all the premises at MBFSL are accessible to differently-abled visitors and the company is focused on improving the accessibility of offices and plant locations.

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

   MBFSL did not conduct a human rights assessment of the value chain partner in the reporting year, but the company is committed to ensuring human rights across the value chain in the coming years.

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 (in Joules or multiples) and energy intensity, in the following format**

Parameter	Unit	FY 2024	FY 2023
From renewable sources			
Total electricity consumption (A)	GJ	11648	10166
Total fuel consumption (B)	-	0	0
Energy consumption through other sources (C)	-	0	0
Total energy consumed from renewable sources (A+B+C)	GJ	11648	10166
From non-renewable sources			
Total electricity consumption (D)	GJ	111079	96817
Total fuel consumption (E)	GJ	926511	640943*
Energy consumption through other sources (F)	GJ	0	0
Total energy consumed from non-renewable sources (D+E+F)	GJ	1037590	737760*
Total energy consumed (A+B+C+D+E+F)	GJ	1049238	747926
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	GJ/INR Crore	64.610	54.908
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	GJ/INR Crore adjusted for PPP	1,447.339	1,217.150
Energy intensity in terms of physical output	GJ/MT of production	5.620	4.462

*Note: The FY2022-2023 figure is suitably restated/amended for fair representation

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.

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.**

   As of the reporting year, none of the plants or offices of MBFSL are identified as designated consumers (DCs) under PAT Scheme of the Government of India.

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

Parameter	FY 2024	FY 2023
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	166730	138937
(iii) Third party water	38971	30373
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	205701	169310
Total volume of water consumption (in kiloliters)	122867	100723
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) (KL/INR Crore)	7.566	7.394
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (KL/INR Crore adjusted for PPP)	169.484	163.913
Water intensity in terms of physical output (KL/MT of production)	0.658	0.601

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.

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

Parameter	FY 2024	FY 2023
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water	0	0
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater	0	0
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater	0	0
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third parties	0	0
- No treatment		
- With treatment – please specify level of treatment	0	0
(v) Others (Public Sewers)	82834	68587
- No treatment	0	0
- With treatment – secondary	82834	68587
Total water discharged (in kiloliters)	**82834**	**68587**

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.

MBFSL did not conduct an independent assessment for the water discharge indicators.

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

MBFSL is committed to recycling wastewater and through water efficiency measure, the company has reduced its water consumption per rupee. The company's offices and plants are in compliance with consent to operate (CTO) conditions.

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	MG/nM3	164.13	201.49
SOx	MG/nM3	16.18	18.48
Particulate matter (PM)	MG/nM3	37.60	47.34
Persistent organic pollutants (POP)	N/A	-	-
Volatile organic compounds (VOC)	N/A	-	-
Hazardous air pollutants (HAP)	N/A	-	-
Others- please specify	N/A	-	-

The air emissions values are reported to the State Pollution Control Board as required. The evaluation is conducted by a third party agency. We are under permissible levels and the absolute values will be reported in subsequent years.

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

MBFSL conducts independent stack emission assessment by an external agency for all the diesel generators and ovens used at the plant locations. This exercise is conducted half yearly by the third party on site at each plant location

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

Parameter	Please specify units	FY 2024	FY 2023
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	17,229.55	16,863.42
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	22,092.36	18,510.24
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO2 equivalent per INR Crore	2.421	2.597
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO2 equivalent per INR Crore adjusted for PPP	54.241	57.566
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Metric tonnes of CO2 equivalent per MT of production	0.211	0.211

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

In the current reporting year, MBFSL did not conduct any independent assessment/ evaluation/assurance for the Scope 1 and Scope 2 emissions data.

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

MBFSL is committed to reduce its energy consumption and reduce the emissions through operations.

The company continuously invests in newer technologies and processes to enhance efficiency in a more sustainable manner. To achieve emission reduction and transition towards energy efficiency, the below steps are taken by MBFSL:

- At Bhiwadi plant, MBFSL installed diesel generators with urea, primarily in the form of Diesel Exhaust Fluid (DEF). The use of DEF is part of a technology called Selective Catalytic Reduction (SCR), which is employed to convert harmful Nitrogen Oxide (NOx) into water vapour and carbon dioxide.
- Noida plant has dual fuel generators operating on a combination of diesel and natural gas. This flexibility in fuel usage has helped MBFSL to save energy and contribute to emissions reduction.
- Solar power consumption is at 9% with a plan to increase this in the coming years.
- Usage of piped natural gas (PNG) in 50% of plant locations and compressed natural gas (CNG) in most of the manufacturing process to reduce pollution.
- Use of energy efficient LED lights at all premises.

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

Parameter	FY 2024	FY 2023
	Total Waste generated (in MT)	
Plastic waste (A)	1081.79	646.63
E-waste (B)	0	0
Bio-medical waste (C)	0.20	0.14
Construction and demolition waste (D)	259.00	272
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	1.68	1.82
Other Non-hazardous waste generated (H). Please specify, if any.* (Break-up by composition i.e. by materials relevant to the sector)	8242.49	2782.52
Total (A+B + C + D + E + F + G + H)	**9585.16**	**3703.11**
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT/INR Crore)	0.590	0.272
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (MT/INR Crore adjusted for PPP)	13.222	6.026
Waste intensity in terms of physical output (MT/MT of production)	0.051	0.022

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

MBFSL has partnered with authorized vendors across locations to safely dispose, recycle and reuse waste. Below are some of the methods used by MBFSL partners:

- Plastic waste: The authorised vendors segregate and recycle the waste in a facility post-collection from all the manufacturing units. The recycled plastic waste is then sold on the market for reuse by various industries. The byproducts during the recycling process are also either disposed off safely or sold to the cement industry for further use.
- Food waste: The authorised vendors use organic waste converters to recycle the wet waste, which is further used as manure. The dry food waste and rejected food from the manufacturing plants are used to feed animals by the vendors.
- Hazardous waste: The authorised vendors safely recycle and/or dispose off the cooking oil used. This is a small fraction of the waste generated at the manufacturing units.

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

MBFSL' s authorized vendors across locations disposes off the waste safely if such waste cannot be recycled or reused.

*Other non-hazardous waste includes food waste generated in the plants during the manufacturing process

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.

In the current reporting year, MBFSL did not conduct any independent assessment/ evaluation/assurance for the waste management data

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**

For the last few years, MBFSL has adopted multiple measures across the locations to reduce the waste generated. The company has taken initiatives to reduce plastic consumption/wastage by removing use of plastic trays in some of the SKUs in the product portfolio. The company has ensured for the last few years that all the packaging input are recyclable, reusable or compostable. Additionally, the company has ensured to partner with vendors that are authorized by CPCB/SPCB, to collect the waste and to ensure that the waste generated by MBFSL is either recycled, reused or disposed off responsibly without harming the society and the environment.

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, specify details in the following format**

All MBFSL facilities have obtained consent to operate from relevant authorities. As such, there are no locations owned or leased by MBFSL around/in the ecologically sensitive areas.

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

All MBFSL facilities are in compliance with the applicable laws.

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. MBFSL's plants and offices are 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. There were no violations and/or penalties by any government authority for non-compliance.

LEADERSHIP INDICATORS

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

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

(i) Name of the area:

- Phillaur, Punjab

(ii) Nature of operations: Manufacturing

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

Parameter	FY 2024	FY 2023
Water withdrawal by source (in kiloliters)		
(i) To Surface water	0	0
(ii) Groundwater	24,626	21,016
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kiloliters)	**24,626**	**21,016**
Total volume of water consumption (in kiloliters)	**8,584**	**9,498**
Water intensity per rupee of turnover (Water consumed / turnover)	0.53	0.70
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Parameter	FY 2024	FY 2023
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water	0	0
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	0	0
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	0	0
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third parties	0	0
- No treatment	-	-
- With treatment – secondary	-	-
(v) Others (Public Sewers)	16042	11518
- No treatment	-	-
- With treatment – please specify level of treatment	16042	11518
Total water discharged (in kiloliters)	**16042**	**11518**

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.

MBFSL has not conducted the assurance on water indicators.

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

For this reporting year, MBFSL has not computed the scope 3 emissions. The company plans to evaluate the emissions and their intensity in the near future.

16. **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.**

Not applicable

17. **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:**

MBFSL is committed to improve resource efficiency and reduce the impact of its operations on society and environment. 6 out of 7 facilities have water recycling plants which recycles total water consumed.

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

MBFSL has business continuity and disaster management plan and the same is also available on the website of the Company www.bectorfoods.com

19. **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?**

MBFSL plans to incorporate sustainability in its supply chain and develop a plan in the coming years to partner with value chain partners to adopt sustainable practices to reduce the impact on environment.

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

MBFSL plans to assess the value chain partners by establishing a sustainable supply chain framework and developing ESG criteria for the suppliers. The company also plans to identify its critical suppliers and create a supplier code of conduct to ensure ethical and sustainable practices are incorporated by the company's suppliers.

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: Three (3)**

   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.**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Chamber of Industrial and Commercial Undertaking	State
2	Confederation of Indian Industry	National
3	Federation of Indian Chambers of Commerce and industry	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.**

   MBFSL did not engage in any anti-competitive practices.

LEADERSHIP INDICATORS

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

   MBFSL does not advocate for any specific public policy positions. The entity maintains a neutral stance and does not promote or endorse particular policy agendas.

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 FY 24**

   In the reporting period, there were no projects undertaken by MBFSL which required Social Impact Assessments (SIA).

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**

   MBFSL interacts with various community groups to conduct a need at grassroots level at regular intervals. This helps the community voice their needs, and continually improve efficiency of community programmes implemented by the company. The community members are provided various opportunities to present their concerns, complaints or any other form of grievance impacting them. In the current reporting year, during the CSR activities, there were no grievances raised by any of the community groups.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	22%	30%
Sourced directly from within the district and neighboring districts	31%	57%

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 2023-24	FY 2022-23
Rural	89.75%	90.02%
Semi-urban	1.39%	1.38%
Urban	6.85%	6.31%
Metropolitan	2.02%	2.30%

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:**

   In the current reporting period, no aspirational districts were covered under the CSR projects undertaken by MBFSL.

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

      No. MBFSL is committed to collaborate with local suppliers and MSME's to procure a large percentage of the raw materials used.

   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.	Rajpura: Mobile Van Health Camp	9724	100%
2.	Noida: Providing basic healthcare services to the low-income population of villages in focusing on primary preventive, clinical and diagnostic medical care	9750	100%
3.	Promotion of Health/Green Environment for Bakebest	974 women, 395 children and 148 girls in 18 villages	100%

PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

ESSENTIAL INDICATORS

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

   MBFSL has a process in place to receive and address product quality complaints via email and customer service phone numbers. Additionally, on the company's official website, there is a webpage for grievances.

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

   All the products are labeled with FSSAI logo and related information has been given on pack label as required about the use of the product. Recycle logo is also marked on pack labels

State	As a percentage to total turnover
Environmental and social parameters relevant to the product	Packaging films and laminates used by company are 100% recyclable. Company is registered with CPCB and involved in EPR activity and meeting/ complying 100% targets of plastic waste recycling as per CPCB year wise defined targets/guidelines thru outsourcing.
Safe and responsible usage	
Recycling and/or safe disposal	Cartons and Duplexes used are made from paper having up to 70% recycled content and are 100% recyclable.
	Plastic trays used are made from plastic film having up to 30% recycled content and are 100% recyclable.

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

	FY 2024			FY 2023		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	NA	NA	0	NA	NA
Cyber-security	0	NA	NA	0	NA	NA
Delivery of essential services	0	NA	NA	0	NA	NA
Restrictive trade practices	0	NA	NA	0	NA	NA
Unfair trade practices	0	NA	NA	0	NA	NA

4. **Details of instances of product recalls on accounts of safety issues**

	Number	Reason for recall
Voluntary recalls	0	-
Forced recalls	0	-

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, MBFSL have a policy on cyber security and risks related to data privacy. MBFSL continuously educates the users about security threats and have ATP (Advanced Threat Protection) implemented. The company has end point security and latest antivirus implemented, all the systems are equipped with Anti-Virus Software. Moreover, all the applications are on cloud and there are relevant policies and procedures in place and the same is also available on the website of the Company www.bectorfoods.com

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

Not Applicable

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

a. Number of instances of data breaches along-with impact:

MBFSL had no security threat reported during the reporting period.

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

Not Applicable, since there were no data breaches.

c. Impact, if any, of the data breaches

No impact

LEADERSHIP INDICATORS

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

   MBFSL official website has detailed out all the information related to the entire product portfolio

   https://www.bectorfoods.com/brands

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

   MBFSL markets its products responsibly and complies with all the regulations on the labelling of products. Through corporate responsibility activities, they interact with customers on health and nutrition-related topics from time to time.

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

    Not applicable

11. **Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

    Yes, the company is dedicated to offering products and services of the highest quality. The company strives to employ sustainably sourced ingredients in its ever-expanding product portfolio. For its products and the declared product, the company used high hygiene standards, benchmarked manufacturing practices, and robust quality assurance procedures.

    The shelf life is determined by the applicable laws. The company complies with all applicable rules and voluntary codes governing marketing communications, including advertising, promotion, and so on. The company also makes an attempt to educate users on how to use its products responsibly. Furthermore, the company has a dedicated consumer complaint process to reply to customer enquiries and product comments in order to continuously enhance its products.