

BUSINESS RESPONSIBILITY REPORT

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

- Corporate Identity Number (CIN) of the Company: **L24110MH1978GOI020185.**
- Name of the Company: **Rashtriya Chemicals and Fertilizers Limited**
- Registered address: **“Priyadarshini”, Eastern Express Highway, Sion, Mumbai- 400 022.**
- Website: **www.rcfltd.com**
- E-mail id: **investorcommunications@rcfltd.com**
- Financial Year reported: **1st April, 2017 to 31st March, 2018**
- Sector(s) that the Company is engaged in (industrial activity code-wise)

Sl. No.	Name and Description of main products/services	NIC Code of the Product/service
1.	Urea	20121
2.	Complex Fertilizers	20122
3.	Industrial Chemicals	20119

- List three key products/services that the Company manufacturers/provides (as in the balance sheet):
 - Urea;
 - Complex Fertilizers; and
 - Industrial Chemicals
- Total number of locations where business activity is undertaken by the Company
 - Number of International Locations (Provide details of major 5): Nil
 - Number of National Locations:

Plant manufacturing facilities	2
Administrative offices	2
 - Regional Offices in India 28
- Markets served by the Company – Local/State/ National/International

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1	Paid up Capital (INR)	₹551.69 Crore
2	Total Turnover (INR)	₹7318.63 Crore
3	Total profit after taxes 2017-18 (INR)	₹78.80 Crore

4	Total budgeted expenditure on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	CSR spend, as per Section 135 read with Schedule VII of the Companies Act, 2013, is ₹7.79 Crore (i.e. 2% of the average profit for last three years)
5	List of activities in which expenditure in above has been incurred	i) Education ii) Promoting health care iii) Sanitation iv) Promoting rural sports v) Eradicating malnutrition by providing quality food in school vi) Livelihood enhancement project vii) Supply of drinking water to villages

SECTION C: OTHER DETAILS

- Does the Company have any Subsidiary Company/Companies?**
The Company does not have any subsidiary.
- Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent Company? If yes, then indicate the number of such subsidiary company(s):**
Not Applicable
- Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with; participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? (Less than 30%, 30-60%, More than 60%):**
No other entities that the Company does business with, participate in the BR initiatives of the Company.

SECTION D: BR INFORMATION

- Details of Director/Directors responsible for BR**
 - Details of the Director/Director responsible for implementation of the BR policy/policies
 - DIN Number : 07933191
 - Name – Shri Sudhir D. Panadare
 - Designation –Director (Technical)



• Details of the BR head

S. No.	Particulars	Details
1.	DIN Number (if applicable)	Not Applicable
2.	Name	Shri R. P. Paradkar
3.	Designation	CGM (Co-ordination)
4.	Telephone number	022 2552 3071
5.	e-mail id	rpparadkar@rcfltd.com

2. Principle-wise (as per NVGs) BR Policy/policies

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly are as under:

P1 Businesses should conduct and govern themselves with Ethics, Transparency and Accountability;

- P2 Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle;
- P3 Businesses should promote the wellbeing of all employees;
- P4 Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized;
- P5 Businesses should respect and promote human rights;
- P6 Business should respect, protect, and make efforts to restore the environment;
- P7 Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner;
- P8 Businesses should support inclusive growth and equitable development;
- P9 Businesses should engage with and provide value to their customers and consumers in a responsible manner

a. Details of compliance (Reply in Y/N)

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have policy/policies for	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
	RCF being Public Sector Enterprise is governed by policies, circulars, guidelines, procedures issued by the Government of India. The policies have been formulated after wide consultations and discussions amongst all the relevant stakeholders. In the dynamic business environment, RCF reviews its business policies and practices from time to time.									
3.	Does the policy conform to any national/ international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	a. Section 135 of the Companies Act, 2013 and CSR Rules thereof, DPE guidelines on Corporate Social Responsibility and Sustainability of 2014, DPE Guidelines on R & D Governance, SEBI(LODR) Regulations, PIDPI Resolution No.89 of GOI etc. b. Health, Safety and Environmental Policy c. The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 d. ISO14001 Environmental Management System e. ISO 9001 for quality f. OHSAS 18001 for Occupational Health and Safety g. ISO 50001:2011 for Energy Management System									
4.	Has the policy being approved by the Board?	Y	Y	Y	Y	Y	Y	Y	Y	Y
	If yes, has it been signed by MD/owner/ CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y

5.	Does the company have a specified committee of the Board/Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	Y	Y	Y	Y	Y	Y	Y	Y	Y
	<p>All policies relevant to external stakeholders are hosted on RCF website- www.rcfltd.com, on following address:</p> <p>a. Code of conduct: http://www.rcfltd.com/webdocs/853/2017/06/RCF_CODE_OF_CONDUCT.pdf</p> <p>b. Fraud Prevention Policy http://www.rcfltd.com/index.php/en/vigilance/vigilance/134-fraud-prevention-policy</p> <p>c. Protect and Sustain Policy http://www.rcfltd.com/webdocs/847/2016/01/P&S-Policy.pdf</p> <p>d. E waste Policy http://www.rcfltd.com/webdocs/847/2015/12/Ewaste_Policy.pdf</p> <p>e. Quality, Environment, Health and Safety Policy http://www.rcfltd.com/webdocs/853/2017/01/IMS_POLICY-2017.pdf</p> <p>f. Research and Development Policy http://www.rcfltd.com/webdocs/847/2015/12/R_and_D_Policy.pdf</p> <p>g. Health, Safety and Environmental Policy http://www.rcfltd.com/webdocs/847/2015/12/HSE_Policy.pdf</p> <p>h. Energy Policy http://www.rcfltd.com/webdocs/847/2015/12/Energy_Policy.pdf</p> <p>i. IT Policy http://www.rcfltd.com/webdocs/847/2015/12/IT_Policy.pdf</p> <p>j. Constitutional of Internal Complaints Committee on post notification of Policy for Prevention, Prohibition and Redressal of Sexual Harassment of Women at Workplace http://www.rcfltd.com/webdocs/853/2016/06/RCF_WIPS_CELL_and_RCF_ICC.pdf</p> <p>k. Dividend Policy http://www.rcfltd.com/webdocs/853/2016/12/Dividend_Policy.pdf</p> <p>l. Policy of Determination of Material and Price Sensitive Information and Disclosure Obligations http://www.rcfltd.com/webdocs/853/2016/07/POLICY_FOR_MATERIAL.pdf</p> <p>m. Policy for determination of Material Subsidiary http://www.rcfltd.com/webdocs/853/2016/07/POLICY_FOR_DETERMINING_MATERIAL_SUBSIDIARIES.pdf</p> <p>n. Policy for prevention of insider trading in the securities of the Company http://www.rcfltd.com/webdocs/853/2016/07/THE_CODE_FOR_PREVENTION_OF_INSIDER_TRADING.pdf</p> <p>o. Whistle Blower Policy http://www.rcfltd.com/webdocs/853/2016/05/WHISTLE_BLOWER_POLICY.pdf</p> <p>p. CSR Policy http://www.rcfltd.com/webdocs/847/2015/12/CSR_Policy.pdf</p> <p>q. RCF guide to the safe use of fertilizers and equipments on farm http://www.rcfltd.com/webdocs/853/2016/01/RCF.pdf</p>									



7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the company have in-house structure to implement the policy/policies	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	RCF's policies are not audited /evaluated by external agencies. However, as per statutory guidelines and business requirement, policies are amended from time to time.								

b. If answer to the question at Sr.No.1 against any principle, is 'No', please explain why: (Tick up to 2 options):
N.A.

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The company has not understood the Principles	N.A.								
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3.	The company does not have financial or manpower resources available for the task									
4.	It is planned to be done within next 6 months									
5.	It is planned to be done within the next 1 year									
6.	Any other reason (please specify)									

3. Governance related to BR

a) **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year?**

Various principles of BR performance constitute an integral part of the day to day operations of the Company and the same are reviewed by the Board/ Committees of the Board as and when required.

b) **Does the Company publish a BR or Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

RCF has started publishing Business Responsibility Report since 2016-17. The Business Responsibility Report for the year 2016-17 can be accessed from the link: http://www.rcfltd.com/webdocs/853/2018/08/Business_Responsibility_Report_2016-17.pdf.

SECTION 3 – PRINCIPLE WISE PERFORMANCE

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability;

1. **Does the policy relating to ethics, bribery and corruption cover only the company?**

No.

Does it extend to the Group/ Joint Ventures/ Suppliers / Contractors / NGOs/ Others?

RCF's Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others are separate legal entities having their own policies and procedure. Hence these companies are not covered by RCF's Policy on ethics, bribery, corruption, human rights etc.

2. **How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.**

The details of complaints received from various stakeholders during the financial year 2017-18:

Stakeholder	No. of Complaint received	No. of Complaint resolved	% Resolved
Shareholder's Complaints	5	5	100
Customers/Consumers	16	16	100
Related to services, tenders and through Public Grievance Redressal	22	22	100
Vigilance	35	21	60.00
RTI	125	121	96.08
Workers Grievance	7	7	100

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle;

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities?

The following products are effective Research & Development efforts of the Company which enhances crop-yield, quality and resistance against crop diseases and are environment friendly: .

- Neem Urea;
- Suphala 15:15:15;
- Sujala 19:19:19;
- Biola;
- Microla;

Prior to the market introduction of the products, Safety, Health and Environment, (SHE) & security risks related to the life cycle of the products are identified and there is a risk management system to handle any risks. Reviews with respect to Safety and Environment are conducted for replacement of certain input raw materials, coatings and risks are evaluated before introduction of product in the market. Fertilizer products related SHE information is being provided to all customers/farmers.

All contamination risks have been identified and measures are in existence to control risk during transportation, handling & storages of raw material & fertilizers. Measures are in existence to prevent all potential environment emissions and spills during transportation, handling & storages of raw materials, fertilizers and chemicals.

2. For each such products, provide the following details in respect of resources use (energy, water, raw materials etc.) per unit of product (optional):

a) Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?

Reduction of 0.132 Gcal per MT of specific energy of Urea at Trombay, reduction of 0.233 Gcal per MT of specific energy of Ammonia at Trombay Ammonia-V Plant, reduction of 0.44 M3 of Raw Water consumption per MT of Urea at Thal and reduction of 0.21 m3 of raw water consumption per MT of Urea at Trombay has been achieved during the year 2017-18 as compared to year 2016-17.

c) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

Farmers in almost all the states purchase fertilizers for agriculture. The reduction in energy and water due to total consumption of fertilizers of Company is not readily available, due to its widespread consumption in almost all states. However, during 2017-18 company had undertaken Method/Product demonstration of 311 agriculture plots for use of company fertilizers in Vegetables, Sugar cane, Cotton & Fruit crops. In case of use of drip irrigation methods in these plots, the water consumption reduced to approximately 50% with enhanced yield of crops.

2. Does the company have procedures in place for sustainable sourcing (including transportation)?

The Company has procedures in place for sustainable sourcing of raw material, fertilizers & chemicals transportation.



a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

All bulk raw materials namely Rock Phosphate, Sulphur, Potash, DAP used as input for manufacturing fertilizers & chemicals are transported by handling and transportation contractors. A procedure exists for safe transportation and handling of bulk raw materials. The contractor's safety, health, environment and security performance evaluation is carried out during contractor selection process. A system is in place to systematically train every transport contract employee, drivers and sub-contractors with respect to relevant transport, handling and site hazards.

3. Has the Company taken any steps to procure goods and services from local & small procedures, including communities surrounding their place of work?

Company has taken services of local Mathadi labours through Mathadi Board for bagging of fertilizers, loading fertilizer bags in truck and wagons. Company has taken services of local contract employees for annual maintenance jobs, house-keeping jobs, and canteen services. Procurement of items required for plant / machinery is also done from local MSME suppliers.

a) if yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Periodical trainings are conducted for all the contractual labourers, Mathadi labourers to address their SHE related issues and to improve their work performance.

4. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, > 10%). Also provide the details thereof, in about 50 word or so.

Yes, Company has mechanism and facility to recycle its fertilizers in its production plants, in case it is damaged during storages/handling & spillages. Company effectively works on business sustainability by implementing "reduce, recycle and reuse" concept for effective waste management. During the year 2017-18, entire damaged/

contaminated, swept Suphala fertilizer (0.65% of total Suphala production) was recycled in the plant through innovative design of the plant. 100% of swept urea generated in Urea Bagging plants which is collected from floor & equipment cleaning is recycled back. Most of our hazardous waste viz; spent catalyst & used/waste oil is recycled and sent to Ministry of Environment, Forests and Climate Change (MoEFCC) approved recyclers. The sludge from Effluent Treatment plant is recycled in fertilizer plant. The Sulphur sludge generated in Sulphuric acid plant is used as filler in Suphala manufacturing. It reduces raw material consumption and provides additional nutrients to the plant as elemental Sulphur.

Principle 3: Businesses should promote the wellbeing of all employees –

1. Please indicate the total number of employees:

The total number of employees as on 31.03.2018 are 3337.

2. Please indicate the Total number of employees hired on temporary/ contractual/ casual basis:

The total number of employees hired on temporary/ contractual/ casual basis as on 31.03.2018 are 1137.

3. Please indicate the Number of permanent women employees:

The total number of permanent women employees as on 31.03.2018 are 227.

4. Please indicate the Number of permanent employees with disabilities:

The total number of employees with disabilities as on 31.03.2018 are 43.

5. Do you have an employee association that is recognized by management?

There are 3 registered Trade Unions which are representing workers i.e . RCF Karmachari Sena, RCF Employees Union & RCF Karmachari Sangh. RCF Karmachari Sena has the majority members as per the Check off system. Further RCF Officers Association represents the officers of the Company.

6. What percentage of your permanent employees is members of this recognized employee association?

Around 46% of Unionised Category employees are members of Recognised Union i.e. RCF Karmachari Sena.

7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

S. No.	Category	No. of complaints filed during the financial year	No. of complaints pending as on end of the financial year
1.	Child labour/ forced labour / involuntary labour	Nil	Nil
2.	Sexual harassment	Nil	Nil
3.	Discriminatory employment	Nil	Nil

8. What percentage of your under mentioned employees were given safety & skill upgradation training in the last year?

Sr. No.	Safety & skill up gradation training	Total Employees	Employees Trained	% Employees Trained
1	Permanent Employees	3337	2564	77
2	Permanent Women Employees	226	200	88
3	Casual/Temporary/ contractual employees	1740	1740	100
4	Employees with Disabilities	43	43	100

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

1. Has the company mapped its internal and external stakeholders? Yes/No

Yes. Over the years of Company's existence, the Company has mapped its internal (like employees & Shareholders) and external stakeholders (such as communities and customers etc.).

2. Out of the above, has the company identified the disadvantaged, vulnerable and marginalized stakeholders?

Yes, the Company has identified its disadvantaged, vulnerable & marginalized stakeholders.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details of thereof, in about 50 words or so.

Yes, special initiatives are taken up under Corporate Social Responsibility for up- liftment of disadvantaged, vulnerable and marginalized sections of the society. The details of such activities are available on the website. RCF scrupulously follows the Presidential Directives and guidelines issued by Government of India regarding reservation in services for SC/ST/OBC/PWD (persons with disabilities)/ Ex-servicemen to promote inclusive growth.

Principle 5: Businesses should respect and promote human rights

1. Does the policy of the company on human rights cover only the company or extend to the Group/ Joint Ventures/ Suppliers/Contractors/NGOs/ Others?

The Company follows the principles of human rights as enshrined in the Universal Declarations of the human rights of the United Nations and all our human resources policies and understanding with the Trade Unions are based on those principles. All our policies in this regard directly or indirectly adhere to the principle of respect for human rights.

RCF's Joint Ventures/Suppliers/Contractors/NGOs/ Others are separate legal entities having their own policies and procedure. Hence, none of these companies are covered by RCF Policy on human rights etc.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

We have not received any complaints with respect to human right violations.

Principle 6: Business should respect, protect, and make efforts to restore the environment;

RCF is committed to ensuring clean environment beyond satisfying all stipulated requirement laid down by the statutory authorities and in the process constantly working towards making a workplace safer for its employees and the community in general.

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/ Suppliers/ Contractors/ NGOs/ others.



The Policy of Health, Safety and Environment covers the Company. By implementing protect & sustain stewardship purpose of IFA the policy covers suppliers, contractors, NGO's & Farmers.

2. Does the company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.

Yes. RCF has started publishing Business Responsibility Report since 2016-17. The Business Responsibility Report for the year 2016-17 can be accessed from the link: http://www.rcfltd.com/webdocs/853/2018/08/Business_Responsibility_Report_2016-17.pdf.

3. Does the company identify and assess potential environmental risks? Y/N

Yes. Company identifies and assesses potential environment risks by auditing operating plants, storages through Process Safety Management Auditing & by implementing ISO14001 Environmental Management System.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, if about 50 words or so. Also if yes, whether any environmental compliance report is filed?

Not at present however efforts are maintained to optimize process control due to which consumption of natural resources and generation of waste reduced thereby reducing emissions.

5. Has the company undertaken any other initiatives on- clean technology, energy efficiency, renewable energy etc.? Y/N. If yes, please give hyperlink for web page etc.

i) Renewable Energy:

- 2 MWp Solar Power Generation facility in Trombay Unit.
- 5 roof top solar power generation facility with aggregate capacity of 220 KWp at Trombay Offices.
- 1.26 MWp solar roof top facility installed at Thal.

ii) Energy Saving & Clean Technology:

- RCF have taken up various energy reduction schemes thereby improving energy efficiency.

- 2 x 32 MW ISO Gas Turbine project for energy saving at Thal. This project is commissioned safely & successfully and guarantee tests are under progress.
- 2 x 32 MW ISO Gas Turbine project for energy saving at Trombay. For installation of this project EIA conducted, public hearing conducted, environment clearance received and Letter of Intent issued.
- Revamping of Ammonia-V through KBR for energy saving.
- Revamp of Urea-V through Casale for energy saving.
- 5 MGD Sewage Treatment Plant operating & additional new 5 MGD Sewage Treatment Plant, being setup at Trombay.

6. Are the Emissions/Wastes generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

The Emissions/Wastes generated by the company are within the permissible limits given by CPCB/SPCB and periodical reports are submitted to the authorities.

7. Number of show cause/legal notice received from CPCB/SPCB which is pending (i.e. not resolved to satisfaction) as on end of Financial Year.

Nil.

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner;

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with

Yes, your Company is a member of

- (a) Fertilizer Association of India
- (b) Standing Conference of Public Enterprises
- (c) The Associated Chambers of Commerce of India
- (d) Indian Merchants Chamber

- (e) Bombay Chamber of Commerce and Industry
- (f) International Fertilizer Industry Association
- (g) Federation of Indian Chambers of Commerce & Industry

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good?

Yes.

3. If yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others).

The Company in association with various national and international bodies and participating with various committees of government of India and other agencies gives its view on various public policies and more particularly in the following areas:

- Governance and Administration
- Economic Reforms, Inclusive Development Policies
- Water and Food Security for the country
- Principles for Sustainable Business
- Energy security

Principle 8: Businesses should support inclusive growth and equitable development

1. Does the company have specified programs/ initiatives/ projects in pursuit of the policy related to Principle 8? If yes details thereof.

Yes, the Company has specified programs in support of inclusive growth and equitable development. It is the endeavor of the company to ensure that there is continuous improvement in its economic, environmental and social performance as the tagline of the company reads as “let us grow together”. At our company employees are recognized based on their merit and skill and nobody is differentiated on the basis of cast, creed, gender and/or religion. All CSR programmes of the company are towards downtrodden and weaker strata of the society, which includes education, sanitation, nutrition, drinking water projects etc. The details of CSR

initiatives undertaken by the company are provided in **Annexure I** of Directors Report.

2. Are the programs/projects undertaken through in-house team/own foundation/ external NGO/ government structures/ any other organization?

CSR programs are implemented through in house teams, NGO's, third party vendors, government agencies etc.

3. Have you done any impact assessment of your initiative?

Yes. Impact assessment is carried out by M/s Crux Management Services (P) Ltd. an agency appointed by the Company, for CSR activities for the year 2017-18.

4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?

The total contribution towards CSR for the year 2017-18 is ₹7.79 Crore. The details of projects have been provided in **Annexure I** of the Directors Report.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

Yes. All community development initiative and its adoption are ensured by RCF's project implementing agencies. The programs are designed and taken up only after consultation with relevant stakeholders and after ascertaining of its needs. Information on the programs is disseminated and awareness campaign is undertaken for the participation of the community in the facilities provided. The concerned official of the company regularly visits the site of implementation and take feedback from the stakeholders. The details on “Corporate Social Responsibility” are provided in **Annexure I**.

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner

1. What percentage of customer complaint/ consumer cases are pending as on the end of financial year?

Nil.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. / Remarks (additional information).



Yes. The label guides the farming community / user for suitable and required precautions to be taken, like product application procedure, recommended dozes, storing guidance etc.

3. **Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending at end of financial year. If so, provide details thereof, in about 50 words, or so.**

No case against the company was filed on grounds of unfair trade practices, irresponsible advertising and/or anti-competitive behavior.

4. **Did your company carry out any consumer survey/consumer satisfaction trends?**

No consumer survey was conducted during 2017-18. However in RCF we assess the level of farmer's satisfaction towards the Organization's Products & Services at various Agriculture extension platforms our Field Executives undertake throughout the year Pan-India. Field Executives interact with the farming community to understand their requirements & seasonal conditions.

The following Agriculture Extension activities are conducted extensively:

- Conducting Farmers meetings.
- Organizes Soil Testing days at the farmer's field.
- Soil samples are collected from the farmers field, the samples are analyzed for NPK & Micro-nutrients (Zinc, Copper, Manganese & Iron).
- Live Field Demonstrations are conducted in the farmers' field.
- RCF conducts 3 days & One day Training sessions at its Knowledge centers at Thal (Raigad District) & at Nagpur. All the expenditures incurred for the farmers travel, boarding & lodging is taken care by RCF.
- In addition to the in-house training programs, Training programs are organized by RCF with local KVK's (Krishi Vigyan

Kendras) & Agriculture Universities, for the farming community. These programs are tailor made as per the requirements / requests of the farmers.

- RCF prints & dispatches a very popular Agriculture monthly magazine in Marathi "RCF Sheti-Patrika". 60000 copies are despatched free of cost per month.
- RCF also participates in State / District / Taluka / Village level Agriculture Exhibitions, where farmers are advised on latest Agricultural techniques.
- Krishi Mela / Crop Seminars are regularly organized to guide & update the agricultural knowledge of the local farming community.
- RCF operates Toll Free help line number (1800-22-3044) for farmers.

In addition to the above RCF has established 150 Kisan Suvidha Kendras, Pan-India.

- ✓ One agriculture graduate has been placed in each of the center.
- ✓ These centers are helping in-empowering the farmers.
- ✓ These centers are a collection point for soil samples & handing over the analysis report.
- ✓ These Agriculture Graduates provides Advisory Services – Crop Cultivation Technology, Application Services–Farm Inputs & application methodology.
- ✓ The Agriculture Graduate also advises the farmers on Agricultural practices, Fertilizer Management, Weather report, Pest Management, Crop selection, Help the farmers to get their Soil & Seed Tested free of cost, Crop Insurance, etc.

RCF's "KISAN SUVIDHA KENDRA" is proving to be a unique initiative to support the farmers in improving the quality of life.
