



with

ADVANCED WATER AND ENVIRONMENT MANAGEMENT SOLUTIONS

56th ANNUAL REPORT 2019-20

BUSINESS RESPONSIBILITY REPORT

SECTION A: General Information about the Company

1.	CIN	L74999MH1964PLC014258	
2.	Name of the Company	Ion Exchange (India) Limited	
3.	Registered address	Ion House, Dr. E. Moses Road, Mahalaxmi, Mumbai- 400011	
4.	Website	www.ionindia.com	
5.	E-mail ID	investorhelp@ionexchange.co.in	
6.	Financial Year reported	FY 2019-2020	
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	NIC Code	Description
		20131, 20119	Ion Exchange Resins
		37003,36000	Water Treatment Plant
		20119	Chemical Additives
8.	List three key products/services that the Company manufactures/provides (as in balance sheet)	Water treatment and Environment management products in: i. Engineering segment ii. Chemicals segment iii. Consumer Products segment	
9.	Total number of locations where the Company undertakes business activity-		
	(a) Number of International Locations (Provide details of major 5)	Company has substantial operations across South East Asia, Middle East and North America. Company also has offices in SAARC Countries, Middle East and North America.	
	(b) Number of National Locations	Company serves Pan India Market at local and state level. The Company has manufacturing facilities at Hosur (Tamil Nadu), Patancheru (Hyderabad), Ankleshwar (Gujarat), Navi Mumbai (Maharashtra), Goa (Maharashtra). Refer Annual Report for details of manufacturing facilities.	
10.	Markets served by the Company – Local/State/ National/International	Company serves whole of the Indian Market. The International Market covered includes large parts of Asia, Europe, North America and African Continent.	

SECTION B: Financial Details of the Company

1.	Paid up Capital (INR)	1,467 Lacs
2.	Total Turnover (INR)	140,718 Lacs
3.	Total profit after taxes (INR)	9,912 Lacs
4.	Total Spending on Corporate Social Responsibility (CSR) as a percentage of profit before tax pursuant to Section 198 (%)	2%
5.	List of activities in which expenditure in 4 above has been incurred	Refer Annual Report on CSR activities annexed to Directors' Report

SECTION C: Other Details

1.	Does the Company have any Subsidiary Company/ Companies?	1. Yes, Ion Exchange (India) Limited has 18 subsidiary companies in India and abroad as on March 31, 2020. 2. For details of subsidiaries pls refer annual report.
2.	Do the Subsidiary Company/Companies participate in the BRinitiatives of the parent Company? If yes, then indicate the number of such subsidiary Company(s)	The Company positively influences and encourages its subsidiaries to adopt Business Responsibility (BR) initiatives. All the Company's subsidiaries are guided by Code of Conduct (CoC) to conduct their business in an ethical, transparent and accountable manner. It covers suppliers, customers and other stakeholders. It also addresses key BR issues like Quality and Customer value, Corruption and Bribery, Health and Safety, Environment, Human Rights and Employee well-being.
3.	Do any other entity/entities (e.g. suppliers, distributors, etc.) that the Company does business with, participate in the BRinitiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	Company encourages all its relevant stakeholders to adopt Business Responsibility policies. At present the number of entities participating in the above initiative is less than 30%.

SECTION D: BR Information

1. Details of Director/Directors responsible for BR

(a) Details of the Director/Directors responsible for implementation of the BR policy/policies

1.	DIN	00515486
2.	Name	Mr. Rajesh Sharma
3.	Designation	Chairman and Managing Director.

(b) Details of the BR head

1.	DIN (if applicable)	NA
2.	Name	Mr. Ajay Popat
3.	Designation	President
4.	Telephone Number	022-62312031
5.	E-mail ID	ajay.popat@ionexchange.co.in

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

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

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for....	✓	✓	✓	✓	✓	✓	✓	✓	✓
2	Has the policy being formulated in consultation with the relevant stakeholders?	✓	✓	✓	✓	✓	✓	✓	✓	✓
3	Does the policy conform to any national/ international standards? If yes, specify? (50 words)	✓	✓	✓	✓	✓	✓	✓	✓	✓
4	Has the policy being approved by the Board? If yes, has it been signed by MD/owner/ CEO/appropriate Board Director?	✓	✓	✓	✓	✓	✓	✓	✓	✓
5	Does the Company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	✓	✓	✓	✓	✓	✓	✓	✓	✓
6	Indicate the link for the policy to be viewed online?	www.ionindia.com								

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been communicated to Company's key internal stakeholders. The BR policies are communicated through this report. Besides, the Company will also explore other formal channels to communicate with more relevant stakeholders.								
8	Does the Company have in-house structure to implement the policy/ policies?	Yes.								
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Yes.								
10	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Yes. All our policies and procedures are continuously evaluated by internal auditors.								

(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The Company has not understood the Principles	NA								
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

1	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	Annually by the Board								
2	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	Yes The Business Responsibility Report is a part of Annual Report and is available on the website of the Company, www.ionindia.com								

SECTION E: Principle-wise Performance

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

At Ion Exchange, Corporate Governance is fundamental to the business and is the core of our existence. It is steered by your Company's policies on ethics, including the Code of Conduct (CoC) and the Whistle Blower Policy. Your Company's philosophy is based on transparent governance and disclosure practices, respect for human rights, individual dignity and adherence to norms of moral and professional conduct. Your Company is committed to total customer satisfaction and enhanced value creation. The CoC and Whistle Blower Policy are available on your Company's website <http://www.ionindia.com>. These policies are applicable to board members, senior management and employees. These are also applicable to all our subsidiaries and associate companies.

Your Company has laid down its CoC with the objective to remain committed and vigilant towards ethical conduct of business processes.

At the apex level in the governance structure, the CoC committee, comprising of Senior Executives, meet at least twice a year to review the CoC and ensure implementation across the organization. Under the Whistle Blower Policy, a multi-tiered mechanism has been instated for receiving and investigating complaints from any employee/business associate.

Your Company also has a shareholder complaint redressal mechanism to protect the interest of shareholders especially the minority shareholders.

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

By the very nature and purpose of our business we provide state-of-the-art sustainable technology and solutions for managing liquid, solid and gaseous waste generated by industries, institutions, homes and communities. Examples of three such products and services are:



Multi Effect Evaporator at a large Synthetic Rubber manufacturer



Zero Liquid Discharge at a large Synthetic Rubber manufacturer

- (1) Complete Zero Liquid Discharge solutions that also cover water and by-products
- (2) Waste-to-Energy solutions that provide water, green energy and rich fertilizer
- (3) Ion exchange resins, membranes and chemicals that reduce pollutants and recover water
- (1) **Complete Zero Liquid Discharge Solution that also covers water and by-products**

Industries and communities today are facing two major issues with respect to water usage. Pollution and increased demand have made good quality water scarce and expensive. Meanwhile, disposal norms are getting tighter and enforcement stricter. Your Company has helped industries to effectively and economically solve both these problems through its innovative effluent recycle, product and water recovery solutions. Few examples where industries have gained excellent payback on their investments are described below.

- i. A Refinery in the western region of India installed a water treatment plant that is designed to contain and treat all internal process/utility/waste water and storm/fire water, with the objective of zero liquid discharge. In the process it saves 48 million litres of water per day.
- ii. Leading automobile companies have installed effluent recycle and zero liquid discharge plants for total water and environment management as part of their brownfield and greenfield expansion projects.
- iii. A specialty paper manufacturing Company invested INR 300 lakhs to recycle its white water effluent. Benefits include - uninterrupted and good quality water supply of 500 m³/h, recovery of fibres worth INR 6.3 lakhs a month and compliance with disposal regulations.



Zero Liquid Discharge System for a major Multinational Automobile manufacturer

(2) Waste-to-energy solution that provides water, green energy and rich fertilizer.

Your Company has developed an integrated state-of-the-art waste management solution to convert organic kitchen waste and sewage sludge generated by institutions, homes and communities into clean water, green energy and rich fertilizer. The first such plant has been installed to treat approx. 1000 kg of organic waste generated by a community kitchen and 2-6 m³ of sewage sludge per day. It is designed to produce 20 KW/h of electrical power and about 1.35 tonnes per day of organically rich fertilizer.

The installation is running successfully for more than a year. Your Company is in discussions with several customers and expects to meet their sustainability goals following the Circular Economy concept.



ANDICOS Waste to Energy Plant

(3) Ion exchange resins, membranes and chemicals that reduce pollutants and recover water.

Our state-of-the-art R&D and Technology Division engages highly qualified scientists to develop newer chemistries and formulations leading to a steady introduction of new products and technologies.

Your Company has developed import substitutes for ion exchange resins, adsorbents and membranes. These have been successfully commercialized thereby greatly benefitting our customers and helping them reduce dependence on imported products. Ion Exchange's application laboratories are equipped with modern instrumentation to test new products and technologies at lab and pilot scale before commercialization.

Whilst providing goods and services that are safe and contribute to sustainability indices of our customers, your Company also practices the concept of recovery, reuse and recycle of liquid and solid waste generated in its manufacturing processes. Example—Liquid waste generated in resin manufacturing process is internally recycled. Your Company also recycles solid waste generated in its manufacturing processes.

Your Company has sustainable practices with respect to transportation, where it uses railways wherever feasible to transport its bulk consignment. It also practices plastic waste minimization by supplying its products in returnable plastic containers which are then reused several times. It also supplies products in bulk containers e.g. jumbo bags (500/1000 kgs) instead of (25/50 kgs) plastic bags and tanker loads (5-10 tonnes) in place of 25/50/200 kgs barrel packaging.

Ion Exchange encourages its vendors and service providers (including MSMEs) to adapt sustainable and quality management practices.

Principle 3: Businesses should promote the wellbeing of all employees

Your Company is committed to the well-being and all-round development of its employees. Employees are important contributors to the success for your Company and it is our continuous endeavour to attract qualified people and invest in their long-term growth and development through a well-organized program. Your Company regularly engages its employees, conducts learning and development programs and provides them with an opportunity to move across verticals and divisions to gain wider professional exposure. Your Company also focuses on the continual education of its employees and provides opportunities for their academic and professional development.

The Human Resources and employee well-being policies of your Company are largely aligned; while taking into consideration the distinct nature of business of the respective segments and the need to benchmark with industry peers.

Your Company regularly organizes a variety of programs for promoting health and well-being of its employees. To promote a healthy culture it participates in marathons and organises intra-Company sporting events. It encourages and facilitates regular medical check-ups of employees.

Your Company has adequately insured all its employees under the group medical insurance and accidental insurance policy.

Your Company prohibits discrimination based on race, caste, religion, colour, gender or disability. Further, your Company has a zero-tolerance policy towards harassment, whether sexual or physical against any employee.

To prevent any kind of discrimination, your Company has various policies and procedures in place. The 'Policy on Prevention of Sexual Harassment at Workplace' ensures the safety and security of female employees. Each complaint of sexual harassment is investigated by an independent committee consisting of internal and external female members, providing full anonymity to the complainant and in cases where evidence of harassment is found, strict disciplinary action is initiated.

Your Company does not employ child labour in its premises and did not receive any complaints relating to child labour, forced labour or involuntary labour in FY 2019-20. Your Company has not received any complaints of sexual harassment during the year. The subsidiaries have robust processes for investigating all complaints in line with recommended best practices.

Your Company has taken requisite steps to prevent the spread of Covid-19. At the outset it took various measures such as:

- (1) Cancellation of all national and international trips, in-person training and conferences.
- (2) Extensive precautionary measures were taken such as - sanitization of offices, availability of hand sanitizers, body temperature equipments, oximeters, downloading of the Aarogya Setu app, advisory regards home-cooked food and masks.
- (3) Rosters of a certain percentage of employees per day and multiple shifts to ensure adherence to social distancing norms.
- (4) During lockdown, work from home is being practised as per local guidelines.
- (5) To ensure safety of all employees, your Company has prepared its offices with additional health protocols such as continuous communication to employees on protection, social distancing and self-declaration survey of employees reporting to work with regards to their health status etc.

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

Your Company has mapped its internal and external stakeholders. It has identified all the key internal and external stakeholders impacted by its operations. It encourages continuous feedback from all stakeholders and has a structured mechanism to act upon them. Through your Company's CSR initiative, it organises projects which benefits the disadvantaged, vulnerable and marginalized stakeholders, thereby improving the quality of their lives. The initiatives include educational support, preventive healthcare and environment sustainability. More details can be found under section CSR.

Principle 5: Businesses should respect and promote human rights

Your Company stands against violation of human rights, child labour or violations of individual rights and sexual harassment. It follows the principle of equal opportunity, irrespective of religion, caste, creed and gender.

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

Your Company realizes that a clean environment is critical for human existence and it continues to invest in advanced technologies to replenish water used in its manufacturing process. Further, factories make all possible efforts to reduce water footprint by efficient water usage in non-product applications such as cleaning activities, gardening and for domestic purposes.

Your Company has a robust and innovative waste management strategy targeted to reduce, reuse and recycle water and all kinds of waste. Your Company has undertaken several initiatives on adaption of cleaner, efficient technologies for its waste management.

Systems and processes under ISO 14001 ensure systemic adherence to environmental protection guidelines and periodic reporting of compliance to the senior management. These systems also ensure relevant statutory compliances by your Company's manufacturing facilities. The emissions/waste generated by your Company are within the permissible limits given by CPCB/SPCB and the same is monitored on a continuous basis. There are no show cause/legal notices received from CPCB/SPCB during FY 2019-20. Further, your Company keeps itself abreast with all applicable regulations and its efforts are always to be ahead on the compliance curve.

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

Ion Exchange advocates its opinions on adoption of sustainable processes and technologies for cleaner environment, safe drinking water, promotion of 'Make in India' initiative, rationalization of taxes, duties etc.

Your Company is a member of many trade associations including:

1. Confederation of Indian Industry (CII)
2. Water Quality India Association (WQIA)
3. The Associated Chambers of Commerce & Industry of India (ASSOCHAM)
4. Process Plant and Machinery Association of India (PPMAI)
5. Industry Associations at its manufacturing locations

Your Company's scientists participate actively in meetings with statutory agencies like Bureau of Indian Standards (BIS) in evolving new standards for finished products & components used in water purification and conditioners.

Principle 8: Businesses should support inclusive growth and equitable development

Your Company actively encourages inclusive growth and equitable development. It runs multiple programs and initiatives towards this end through its CSR arm, Ion Foundation. Ion Foundation is committed to support education of the underprivileged children, thereby improving their economic standing in the long run. Ion Foundation also works closely with several communities around its offices and factories on skill development and sustainable management practices. Programmes/Projects are implemented under Ion Foundation through its employees and partners. Periodic feedback is taken from the beneficiaries and implementation partners. Preferential employment opportunities are also provided to these up-skilled members.

Your Company's direct contribution to community development projects amounted to INR 16,032,000. For all such initiatives, your Company's employees are actively involved along with other stakeholders right from the start of the project till the development and building of community ownership for the project.

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

Your Company takes its responsibility towards customers and communities very seriously. It is our constant endeavour to make a positive contribution to people's lives and environment at large with the help of continually refreshed line of products and technologies. We have an extensive protocol/mechanism to test our products for their impact on the customers and the environment. An extended period of piloting of our products & services also validates their efficacy and value proposition. Health & Safety Policy ensures not just the well-being of our employees but also of our customers and their employees.

Ion Exchange has set up a robust infrastructure to receive customer feedback, suggestions, complaints, etc. through

multiple channels.

A dedicated in-house Customer Care Centre for inbound and outbound customer calls is manned by competent customer service agents. Further, Ion Exchange also has Customer Relationship Officers at its regional offices for both face-to-face and telephonic interactions.

A platform for receiving customer feedback and enquiries for products and services has been created on your Company's website. Thus, through a toll-free number +91-(0)22-28771234 and your Company's websites <http://www.zerobonline.com>; <http://www.ionindia.com> it is ensured that a customer or a prospect with access to phone/internet can engage with our customer service agents.

The above systems ensure that customer feedback is acknowledged and responded within the shortest time as defined in your Company's Quality Management System. Ion Exchange conducts annual customer experience surveys for all its products and services and measures their level of satisfaction.

Your Company's products display all information which is mandated by law. Product information and marketing collaterals are available on your Company's websites as well as it is available with its channel partners and employees who interact with customers.

There are no pending cases filed by any stakeholder against the Company for unfair trade practices. Also, there are no consumer cases pending against your Company.

On behalf of the Board of Directors

Rajesh Sharma
Chairman and Managing Director

Mumbai
Date: 25th June, 2020