



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 2020-21									
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	<table><tr><th>NIC Code</th><th>Description</th></tr><tr><td>20131, 20119</td><td>Ion Exchange Resins</td></tr><tr><td>37003, 36000</td><td>Water Treatment Plant</td></tr><tr><td>20119</td><td>Chemical Additives</td></tr></table>	NIC Code	Description	20131, 20119	Ion Exchange Resins	37003, 36000	Water Treatment Plant	20119	Chemical Additives	
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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 SAARC countries, South East Asia, Middle East, Africa 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 (Telangana), 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 140,176 Lacs
3.	Total profit after taxes	INR 14,597 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, 2021. 2. For details of subsidiaries refer to the Annual Report.
2.	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)	The Company positively influences and encourages its subsidiaries to adopt Business Responsibility (BR) initiatives. All the Company's subsidiaries are guided by the 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 BR initiatives 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

Water crisis, human-made environmental disasters and climate action failures are amongst the top ten risks identified by leading corporates served by your Company.

We have been providing state-of-the-art sustainable technologies and solutions for managing liquid, solid and gaseous waste generated by industries, institutions, homes and communities. Examples of such solutions that enhance the sustainability quotient of our customers are:

- (1) Complete Zero Liquid Discharge Solutions with resource recovery
1. A major FMCG company engaged your Company for designing, manufacturing, supply and installation of a complete Zero Liquid Discharge (ZLD) system. It was commissioned during the pandemic and helps them to adhere to the environment pollution control guidelines and also reduces the operating cost by reusing the treated water in the manufacturing process at their plant.



Birds eye view of complete ZLD System for a leading FMCG

2. A leading brewery with several strong brands was mandated to implement complete Zero Liquid Discharge (ZLD) for one of their major breweries in Rajasthan. Your Company successfully commissioned a 950 m³/d ZLD system complete with advanced biological, membrane and thermal evaporation process, significantly reducing waste discharge and maximizing water recovery.



Complete ZLD System for a leading Brewery

3. A leading manufacturer of high quality industrial grade paper used for corrugated packaging products in South Asia was facing major issues of meeting stricter environment compliance for discharge of waste water, high costs of waste treatment and reducing the water footprint. Your Company supplied state-of-the-art waste treatment plants for their two manufacturing units in Philippines and Indonesia to meet the above objectives along with resource recovery (energy).



Birds eye view of complete Waste Water Treatment System for a leading paper manufacturer

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 of 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 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 organized a series of programs for promoting general health and all-round career development of its employees during the year. Employees were also trained on managing their finances and work from home life better.

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

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

- (1) Adapting work from home policy
- (2) Traveling to work and business only in most essential and exceptional cases

- (3) Extensive precautionary measures were taken in facilities that were allowed to function with minimum staff and complete SOP's not restricted to sanitization of offices, availability of hand sanitizers, body temperature equipments, oximeters, downloading of the Aarogya Setu app, advisory regards home-cooked food and masks were implemented.

Your Company has also taken steps to take care of the families of employees who lost their lives due to the Covid-19 pandemic. These include:

- (1) Job consideration for the spouse or one of the children at Ion Exchange
- (2) Your Company will provide free education for two children up to graduation
- (3) Medical Insurance of the deceased employee's family will be taken care of by your Company for the next 10 years
- (4) Priority release of the full and final settlement of the employee
- (5) Providing the increment which would have been due to the employee if he/she was still under employment

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 2020-21. 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.

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 identified and mapped its internal and external stakeholders impacted by its operations. It encourages continuous feedback from all stakeholders and has a structured mechanism to act upon it. Through your Company's CSR initiative, it organizes projects which benefit the disadvantaged, vulnerable and marginalized stakeholders, thereby improving the quality of their lives. The initiatives include educational support, preventive healthcare and environment sustainability. During the pandemic

your Company reached out to both its internal and external stakeholders specially the less privileged ones to help them with various aspects of dealing with the pandemic in the areas of health, hygiene, education and during emergencies. This included providing water purifiers, medical equipment, equipments for conducting electrical trade courses, vocational training for operation & maintenance of water treatment plants etc. 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 energy and water footprint by investing capital for this purpose.

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 identified newer initiatives for 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 2020-21. 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 actively supported and partnered with these institutes during the pandemic in creating awareness on sustainable environment management and best available practices through a series of virtual workshops / webinars during the year. Your Company's contributions were well received and appreciated by a large number of participants in these events.

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 as well as providing vocational training 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 total contribution to community development projects amounted to INR 203.03 Lacs including contribution to PM Cares Fund. 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 your Company's constant endeavour to make a positive contribution to people's lives and the environment at large with the help of continually refreshed line of products and technologies. Your Company has an extensive protocol/mechanism to test its 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. An example of this is the extensive pre-launch test marketing that was conducted for your Company' import substitute product 'ZeroB Hydrolife', that produces alkaline and hydrogen water for boosting immunity, preventing lifestyle diseases and providing pure and safe drinking water for homes.

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.

In previous years, a platform for receiving customer feedback and enquiries for its home water solution products and services was created on your Company's website <http://www.zerobonline.com> along with a toll-free number +91-(0)22-27881234. It enhanced customer satisfaction. Following this success, your Company extended the concept for the industrial customers through its website <http://www.ionindia.com> and launched a new toll-free number 1-800-4250-788.

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 updated and 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 your 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 & Managing Director

Mumbai

Date: 8th June, 2021