

Sustainable Growth and Development



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	https://www.ionexchangeglobal.com	
5.	E-mail ID	investorhelp@ionexchange.co.in	
6.	Financial Year reported	F.Y. 2021-22	
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 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. 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 above plus Europe	

SECTION B: Financial Details of the Company

1.	Paid up Capital	INR 1,467 Lacs
2.	Total Turnover	INR 150,936 Lacs
3.	Total profit after taxes	INR 15,421 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, 2022. 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?	https://www.ionexchangeglobal.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 1year	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?	<p>Yes</p> <p>The Business Responsibility Report is a part of Annual Report and is available on the website of the Company, https://www.ionexchange.global.com</p>								

SECTION E: Principle-wise Performance

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

At Ion Exchange, maintaining high standards of 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), Whistle Blower Policy, Insider Trading Prohibition Code. These policies are available on your Company's website <https://www.ionexchange.global.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 multitier 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.

Access to safe drinking water, contamination of water bodies as a result of human and industrial activities, water crisis, environmental disasters are some of the major issues which requires attention of all concerned – Government, industries, communities.

Your Company has been at the forefront of providing safe and sustainable state-of-the-art products, solutions and technologies for handling liquid, solid and gaseous waste generated by industries, institutions, homes and communities. Examples of such products and solutions are:

- 1) Drinking Water Clarification for a Jal Sansthan (Water Corporation) of a large city in India.

Your Company was engaged by the Water Corporation to replace the conventional method of water clarification in the existing water treatment plants which were supplying drinking water to the city. The conventional method was inefficient as the quality of water supplied was poor and varied as per the season. Your Company successfully developed a sustainable clarification process using food grade (NSF & ITRC approved) biodegradable organic polymers. This helped in providing consistently safe tap drinking water throughout the year (pH 7.0 -7.2, Turbidity<1, Colour <3 Pt Co) as per the prescribed standards, reduced the amount of chemicals used, besides substantial reduction in

material handling as alum was completely eliminated from the plant and a 30-40% reduction in sludge. This also led to a significant reduction in the treatment costs.

Based on the successful performance of this treatment process your Company has been awarded similar projects for other cities including an industrial township.



- 2) Mitigation of Uranium Contamination in Ground water

Uranium a radioactive element has been increasingly found to contaminate ground water bodies. It is a severe threat to the health of the population specially when present at high levels in drinking water.

DWSS (Department of Water Supply & Sanitation) from one of the states in India most affected due to uranium contamination of ground water approached your Company to provide a treatment system for removal of high level of uranium (1600ppb to 2100ppb) from ground water. Your Company successfully developed an adsorption process for the purpose of uranium removal. This process selectively adsorbs uranium from ground water without affecting the other water characteristics. Based on this, under a joint initiative with DWSS your Company successfully installed a 1000LPH plant to cater to the drinking water requirements of a village facing this problem. The plant requires minimum maintenance and operation and is user friendly. The plant is providing water < 30ppb uranium as per the drinking water standards to the villagers and is proving to impart tremendous benefits to the local community.



3) Removal of Per and Polyfluoroalkyl Substances (PFAS) from drinking water.

PFAS also termed as 'Forever Chemicals' as they are very difficult to break or treat are manmade chemicals used in a variety of industries. They are highly soluble in water and can easily enter the human body through water or food. They can cause serious health issues and hence their maximum contaminant level has been

capped at <70ppt in drinking water as per the US EPA health advisory. Your Company has been proactive in developing a special ion exchange resin process to effectively remove the PFAS contaminants from water and thus make it safe for drinking.

4) Complete Zero Liquid Discharge Solution.

A leading tyre manufacturer who was setting up a new plant based on the multipronged '4R' (reduce, recycle, reuse and renewables) strategy with a vision to ensure and improve their environmental sustainability and ecological balance engaged your Company to design, manufacture, supply and install a total water and waste water management plant. The entire system was expected to meet global standards and the process performance of all the units was to meet the core objectives of lowest water, power and chemical consumption. Your Company executed the complete package on a turnkey basis complying with the requirements of all relevant codes, standards, local regulatory requirements and client specifications. The designs and equipments selected by Ion Exchange were based on 'tried and tested' technologies taking into account Life Cycle Costs. It helped the project to achieve its main objective of Zero Liquid Discharge, conserve the use of fresh water and comply with the stringent pollution control norms. This project was undertaken during the pandemic



Effluent Treatment Plant

Principle 3: Businesses should promote the well-being of all employees

The well-being, safety and all-round development of all its employees is very important for your Company. Your Company acknowledges that its employees are important contributors towards its success and it is your Company's 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 organized a series of programs regularly for promoting general health and all-round career development of its employees during the year. Mental, physical and financial well-being of the employees and their families during the pandemic was important; specially since most employees were working from home. Your Company conducted various virtual sessions with experts on these topics.

Your Company has adequately insured all its employees under the group medical insurance and accidental policy. The requisite measures which were taken by your Company to prevent the spread of Covid-19 during the last financial year continued for the year under review. 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, maintaining social distancing and complete SOPs 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 taken steps for the 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. Support education for two children up to graduation
3. Medical Insurance of the deceased employee's family will be taken care of 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 your Company's 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 2021- 22. 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 systematically identified its internal and external stakeholders who are impacted by its operations. Your Company is committed to engaging with both its stakeholders to identify their areas of concern, and take necessary measures to arrive at suitable solutions while achieving its business goals. This also helps your company in building a better workplace, and focus on compliance, performance, and growth strategy.

Your company emphasizes supporting and engaging with the marginalized and neglected sections of communities surrounding your Company's operations and project locations. Disabled children and youth emerged as a separate group and hence are catered to through education, vocational & skill development programs. By facilitating education, healthcare, skilling programs and awareness sessions for women in rural areas, your Company aims at improving women's social status by identifying income generation opportunities for them.

Principle 5: Businesses should respect and promote human rights

Your Company recognizes the worth of every individual by acknowledging and respecting their human rights such as fairness, dignity and equality. Your Company stands against violation of human rights, child labour or violation of individual rights and sexual harassment. It follows the principle of equal opportunity, irrespective of religion, caste, creed and gender. Your Company monitors compliance of all relevant laws and policies pertaining to all the above issues.

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

Your Company specializes in the field of environment and believes that a clean environment is critical for human existence

and its ecosystem. It continues to invest in advanced innovative technologies to reduce water and energy footprint at all manufacturing facilities. Energy efficient technologies (electrical / thermal) are adopted in all establishments to reduce energy intensity and carbon footprint. Renewable energy in the form of rooftop Solar photovoltaic (196 KWp) system has been commissioned at R & D facility. Plans are being undertaken to adopt renewable energy sources at multiple locations.

Your Company has a robust and innovative waste management strategy targeted to reduce, reuse and recycle waste during the entire lifecycle of the product. Your Company has identified newer initiatives for adaption of cleaner and efficient technologies for its waste management.

Your company is certified for ISO 9001 (Quality Management Systems) and ISO 14001 (Environmental Management Systems). The management systems ensure systemic adherence to environmental protection guidelines and periodic reporting of compliance to the senior management. These systems also ensure relevant risk and statutory compliances by manufacturing facilities. The emissions/ waste generated by your Company are within the permissible limits given by CPCB/ SPCB and the same are monitored on a continuous basis. There is no show cause/legal notice received from CPCB/ SPCB during FY 2021-22. Further, your Company keeps itself abreast with all applicable regulations and its efforts are always to be ahead on the compliance curve on a proactive basis.

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

Ion Exchange continues to advocate 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. Indian Chamber of Commerce (ICC)
3. Water Quality India Association (WQIA)
4. The Associated Chambers of Commerce & Industry of India (ASSOCHAM)
5. Process Plant and Machinery Association of India (PPMAI)
6. 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 under review. Your Company's contributions were well received and appreciated by a large number of participants in these events.

Your Company's scientists actively participate in meetings with

statutory agencies like Bureau of Indian Standards (BIS) in evolving new standards for finished products and components used in the water purification process

Principle 8: Businesses should support inclusive growth and equitable development

Since its inception your Company has been a socially responsible corporate making investments in the community which goes beyond mandatory legal & statutory requirements.

The CSR vision of the Company is to empower the economically disadvantaged towards social equality and to refresh our environment through programs designed in the domains of education, health & hygiene and environment. Till date we have touched the lives of around five lac people.

Your Company under CSR initiatives has prioritised the following : Priority 1: Improving water availability for local communities and developing resilience at the community level to mitigate water scarcity, aligned with SDG 6. Priority 2 – Promoting education by supporting educational & vocational projects such as tuitions to first generation learners, sponsorships (helping schools run efficiently by providing teaching aids, books, tuition fees), increasing access to education (encouraging children to go to school by spreading awareness in communities, helping or training teachers or volunteers, providing infrastructure for the school) in line with SDG 4. Priority 3 - Creating Sustainable Livelihoods through the promotion of Skill & Entrepreneurship Development for farming communities in rural areas. Your Company has initiated projects for women that promote self-independence by empowering them and providing skill development programs to earn a better livelihood, aligned with SDG 8.

Your Company has taken various steps to ensure that the CSR initiatives undertaken are successfully adopted by the community. The relevant stakeholders in the local community are involved during needs assessment, project planning, and implementation. Feedback is collected from the beneficiaries of the projects and course corrections are taken based on the same, wherever necessary.

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

Customers & communities that we serve are very important for us and your Company takes its responsibility towards them very seriously. Your Company is in regular contact with the customers and is on the look out to create value by improving efficiency of their systems or quality of finished products or recovery of valuable products from waste. Your Company is always looking at developing innovative products, process, solutions, technologies and services to enhance people's lives and the environment. Your Company has a well-defined protocol / mechanism to test/ pilot new offerings with regards to its impact on our customers, communities and the environment. Our Health & Safety policy ensures not only the well-being of our employees but also those of our customers and their employees.

Your Company's dedicated in-house Customer Care Centres

for inbound and outbound calls are operated by competent customer service agents. Besides this, Ion Exchange has Customer Relationship Officers at its regional offices for face-to-face, telephonic and digital interactions. An important Customer Relationship Management program is the Key Account Management (KAM) program where there is a single point contact (KAM Manager) from Ion Exchange to meet and address all the requirements of the customer for all our products, solutions, technologies and services.

Customers are also kept abreast of various activities undertaken by your Company through regular communication from your Company's digital and social media platforms.

Your Company has set up a robust infrastructure to receive customer feedback, suggestions, complaints etc. through both conventional as well as non-conventional/ digital media channels. It conducts annual customer experience surveys for all its products and services and measures their level of satisfaction.

All 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. Your Company displays all information which is mandated by law.

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: 27th May, 2022