



Whirlpool of India Limited

Business Responsibility Report

Financial Year

2017-2018

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

S.No	Particulars	Details		
1	Corporate Identity Number (CIN) of the Company	L29191PN1960PLC020063		
2	Name of the Company	Whirlpool of India Limited		
3	Registered address	A-4, MIDC, Ranjangaon, Taluka-Shirur, Dist: Pune, Maharashtra – 412220		
4	Website	www.whirlpoolindia.com		
5	E-mail id	info_india@whirlpool.com		
6	Financial Year reported	2017-2018		
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	Manufacture & Traders of domestic electric appliances such as refrigerators, washing machines etc		
8	List three key products/services that the Company manufactures/provides (as in balance sheet)	S. No.	Name and Description of main products / services	NIC Code of the Product/service*
		1	Refrigerator	27501
		2	Washing Machine	27501
		3	Air Conditioner	27509
9	Total number of locations where business activity is undertaken by the Company (a) Number of International Locations (Provide details of major 5) (b) Number of National Locations	(a) Nepal (b) 3 Manufacturing Plants (Faridabad, Pune, and Puducherry), Branches across India & Distribution network.		
10	Markets served by the Company	All India, certain countries in SAARC, ASEAN and EMEA regions.		

SECTION B: FINANCIAL DETAILS OF THE COMPANY

S.No	Particulars	Details (INR In Lakh)
1	Paid up Capital (INR) :	12,687.18
2	Total Turnover (INR)	4,98,583
3	Total profit after taxes (INR)	35,067
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	2.16
5	List of activities in which expenditure in 4 above has been incurred:-	Skill development and Community Development programme.

SECTION C: OTHER DETAILS

S.No	Particulars	Details
1	Does the Company have any Subsidiary Company/ Companies?	No, the Company does not have any subsidiary.
2	Total Turnover (INR)	Not Applicable
3	Total profit after taxes (INR)	Not Applicable
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	Not Applicable
5	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
6	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%]	The Company encourages its suppliers, dealers and other stakeholders to support various initiatives taken by the Company towards its business responsibility.

SECTION D: BR INFORMATION

1. Details of Director/Directors responsible for BR

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

India Management team under the leadership of Managing Director reviews the BR Policies on a periodic basis. The same is also presented to the Board on an annual basis.

(b) Details of the BR head

No.	Particulars	Details
1	DIN Number (if applicable)	07194259
2	Name	Sunil D'Souza
3	Designation	Managing Director
4	Telephone number	0124- 4591300
5	e-mail id	info_india@whirlpool.com

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

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

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
		Business Ethics	Product Sustainability	Employees Well Being	Stakeholder Engagement	Human Rights	Environment	Public Policy	CSR	Customer Relations
1	Do you have a policy/ policies for....	Y*	Y	Y*	Y	Y*	Y*	Y	Y	Y*
		*These Principles are encompassed in the Company's Code of Ethics. The other principles are also broadly covered under the Company's Code of Ethics.								
2	Has the policy being formulated in consultation with the relevant stakeholders?	Yes								
3	Does the policy conform to any national / international standards? If yes, specify? (50 words)	The Policies have been derived, adopted and principled on Whirlpool Corporation's (Ultimate Holding Company) Global policies.								
4	Has the policy being approved by the Board? If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	The Company's policies, including modifications from time to time, when approved are released for implementation to the Senior leadership including Executive directors of the company. These policies are then administered under the overall supervision of Managing Director.								
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	CSR Committee oversees the CSR Policy. The other polices are administered by the designated officials of the Company.								
6	Indicate the link for the policy to be viewed online?	Code of Ethics : https://www.whirlpoolindia.com/PDF/Vigil%20Mechanism.pdf CSR & Sustainability : https://www.whirlpoolindia.com/discover-whirlpool-sustainability-lp								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Information about the policies is disseminated to new joinees and forms part of employment contract. Regular trainings are also conducted for internal and external 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?	Policies are evaluated for implementation by the MD and Senior leadership including Executive directors from time to time as part of their business reviews.								

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

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
		Business Ethics	Product Sustainability	Employees Well Being	Stakeholder Engagement	Human Rights	Environment	Public Policy	CSR	Customer Relations
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

S.No	Particulars	Details
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
2	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	Company has published Business Responsibility Report as part of Annual Report and is available on Company's website: www.whirlpoolindia.com . Whirlpool Corporation's (ultimate Holding Company) sustainability report is available at http://www.whirlpoolcorp.com/environmental-sustainability/

SECTION E: 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? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?

The Company's Code of Ethics relating to ethics, bribery & corruption covers the Company. The Company's Code of Ethics is embodied in the Supplier code of conduct and covers Suppliers/Contractors and other third parties who deal with the Company.

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.

During the financial year, as mentioned in the Corporate Governance report 13 complaints were received from the shareholders/investors, and all were replied /resolved satisfactorily except one complaint which was pending for disposal. Complaints from all other stakeholders are addressed and dealt with appropriately.

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.
 - (a) Energy efficient products complying to schedule V of BEE energy regulation for Single Door refrigerators.
 - (b) Products complying ROHS requirements as per India E-waste (Management) Rule-2016.
 - (c) Use of R600 refrigerant & C-pentane blowing agent to reduce Ozone depletion & global warming potential.
 - (d) Steps taken for conservation of energy by the Company at its plants are mentioned in the Annexure -E to Directors Report.
2. Does the company have procedures in place for sustainable sourcing (including transportation)?
 - (a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

Whirlpool approves its suppliers through strictly laid out procedures and engages with them according to the non-negotiable minimum standards described in the Whirlpool's Supplier Code of Conduct (SCOC).

The principle requirements of Business Integrity, Human Rights (labor standards), Health and Safety, Child labor, Women Rights and following Sustainable environmental standards in business, production processes, services provision etc as enshrined in the Whirlpool's SCOC, apply to all Suppliers of Whirlpool.

Stringent guidelines on product quality, rigorous systems, processes & critical material management compliance like, RoHS are put in place to monitor and control quality of raw materials and products before finished goods are released to the market.

3. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?
 - (a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Whirlpool actively engages with local and MSME suppliers. Whirlpool supply base that works in & around Faridabad region is about 38% of which 28% are MSME suppliers (Micro, Small and Medium Enterprises).

Company has a regular Vendor development & up-gradation discussions focused on aspects like Quality, Health & Safety, Environment, Productivity, Capacity, Capability improvement etc. These discussions add value for sustenance and continual improvement of these vendors.

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 details thereof, in about 50 words or so.

The Company has a procedure for segregation of manufacturing waste (Hazardous & non Hazardous) at site and disposal of waste following applicable legal regulations. In year 2017-18 around 99% of waste (manufacturing waste only) was sent for recycling.

The company also has a mechanism of collection and disposal of products for end of life as per applicable regulations.

Principle 3:

Businesses should promote the wellbeing of all employees

S. No	Particulars	Details
1	Please indicate the Total number of employees	3033
2	Please indicate the Total number of employees hired on temporary/contractual/casual basis.	3502
3	Please indicate the Number of permanent women employees	244

4	Please indicate the Number of permanent employees with disabilities	2
5	Do you have an employee association that is recognized by management	Yes at all three plants (Faridabad, Pune and Puducherry).
6	What percentage of your permanent employees is members of this recognized employee association?	40%

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.

No.	Category	No of complaints filed during the financial year ended 31 st March 2018	No of complaints pending as on end of the financial year ended 31 st March 2018
1	Child labour/forced labour/involuntary labour	Nil	Nil
2	Sexual harassment	1	Nil
3	Discriminatory employment	Nil	Nil

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

S.no	Particular	Comments
a	Permanent Employees	All categories of employees are given training on safety & skill up-gradation on periodic basis.
b	Permanent Women Employees	
c	Casual/Temporary/Contractual Employees	
d	Employees with Disabilities	

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.

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

Yes.

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

The Company through its various CSR projects reached to more than 1900 underprivileged youth to impart quality education and skill trainings and also touched lives of more than 2000 people through various community development program on Healthcare, Elderly care, Women empowerment & Education. As part of the programme we also covered a total of 1083 children from standard 3-5 for developing the learning levels of children.

Details of the CSR projects are available on Company's website and can be accessed at <https://www.whirlpoolindia.com/discover-whirlpool-sustainability-lp>

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 Policy covers the Company and all suppliers, sub suppliers, contractors, employees and third parties who deal with the Company.

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

The company did not receive any complaints pertaining to violating of human rights in the financial year 2017-18.

Principle 6:

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

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 covers the Company and all suppliers, sub suppliers, contractors, employees and third parties who deal with the Company.

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.

Sustainability is embedded in Whirlpool of India's Corporate Social Responsibility Policy. Several initiatives have been taken on the use of alternate source of energy, reduction in water consumption and waste management. Further details can be found at <https://www.whirlpoolofindia.com/sustainability>

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

Yes, Company continuously invests in research and development and develops products which are energy efficient and environment friendly.

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

No

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.

The initiatives undertaken by the Company in this regard are :-

- 26.30 kWh energy utilization through Roof Top Solar Systems and Solar System in all Plants.
- Use of energy efficient vacuum pumps , Servo Drives driven Fixtures instead of Hydraulic Fixture, LED Lighting, HVLS fan at Production block.
- STP waste water reuse for garden purpose by modifying the pumping system, resulting in reduction of raw water consumption by 30KL per day
- All plants are ISO 14001 certified.
- Further details can be found at <https://www.whirlpoolofindia.com/sustainability>.

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

During the financial year 2017-18 there have been no material breach of the permissible limits of emission/waste prescribed by the CPCB & HSPCB.

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

No show cause/ legal notices received from CPCB/HSPCB for financial year 2017-18

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:

- (a) FICCI : Federation of Indian Chambers of Commerce and Industries
- (b) FIEO : Federation of Indian Export Organization

- (c) CEAMA : Consumer Electronics Appliance Manufacturer Association
 - (d) EEPC : Engineering Export Promotion Council
2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; 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 support initiatives of these bodies on advancement/improvement of public good.

Principle 8:

Businesses should support inclusive growth and equitable development

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

Yes. The Company works in the areas of Education, Skill Development and Other Community Development initiatives the details of the initiatives are available on Company's website and can be accessed at <https://www.whirlpoolindia.com/discover-whirlpool-sustainability-lp>

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

Projects are undertaken in partnership with various Social development organizations with credible experience. The projects are monitored by Company's CSR team.

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

Yes, impact assessment is done on periodic basis as part of review mechanism of projects.

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

These are detailed in Annexure - C to the Board's 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.

CSR activities were pursued in line with the Company's policy and framework. The first step in the process is to identify communities that require our intervention through a stakeholder engagement. The Company has continual interactions with the relevant stakeholders so that its interventions are sustainable and is accepted and adopted by the key stakeholders

Principle 9:

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

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

0.39 % consumer complaints/ consumer cases are pending as on the end of financial year.
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, apart from the mandated declarations, additional declarations are furnished on the products/labels relating to the products and their usage.
3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

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

Yes.