



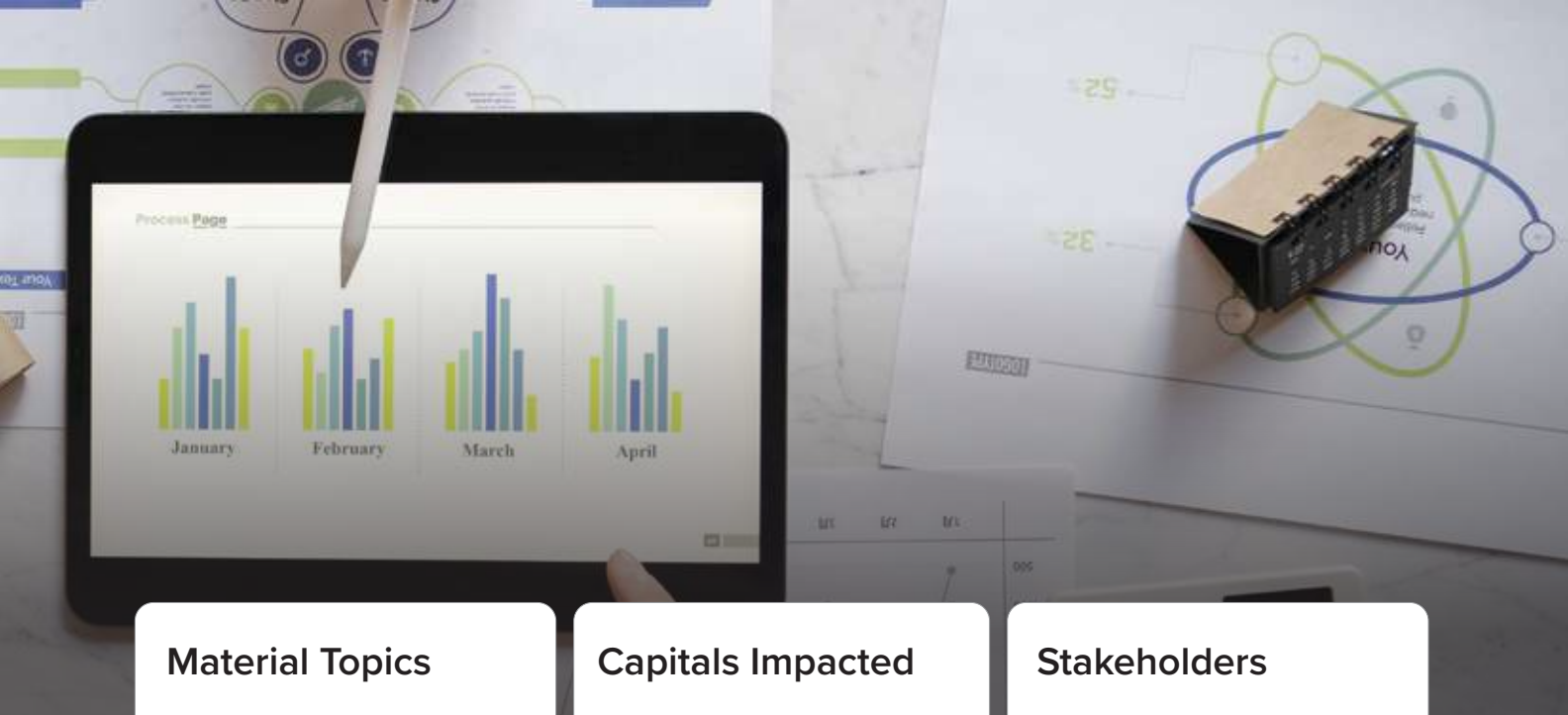
Principle

09



Customer Value and Responsibility



We prioritise customer welfare by delivering high-quality and sustainable products. Our products meet stringent quality standards, ensuring that customers in construction and manufacturing receive reliable, responsibly produced materials.



Material Topics

-  Cybersecurity and Privacy
-  Circularity and Innovation

Capitals Impacted

-  Intellectual Capital
-  Social and Relationship Capital
-  Human Capital

Stakeholders

-  Customers

Key highlights of CY 2024

Zero
Instance of
data breaches

Nil
Customer complaints
received by RAIN

ISO 27000
Information security standards are
under Implementation

Contribution to SDGs



Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback:

On the website of the Company, contact details are provided for redressal of grievances and complaints on the products. The grievances are resolved without any delay.

2. Turnover of products and / services as a percentage of turnover from all products / service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product*	4.7%*
Safe and responsible usage	100%
Recycling and /or safe disposal	>90%

* Apart from that, it also does not include certain recent product developments with increased content of renewable feedstocks.

3. Number of consumer complaints in respect of the following:

	CY 2024			CY 2023		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Delivery of essential services	Nil	Nil	Nil	Nil	Nil	Nil
Restrictive Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Unfair Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Other	Nil	Nil	Nil	Nil	Nil	Nil

4. Details of instances of product recalls on account of safety issues:

	Number	Reasons for recall
Voluntary recalls	Nil	Nil
Forced recalls	Nil	Nil

5. Does the entity have a framework / policy on cyber security and risks related to data privacy? (Yes / No) If available, provide a web-link of the policy:

Yes, <https://www.rain-industries.com/investors/disclosure-under-regulation-46#policies>

6. Provide details of any corrective actions taken or underway on issues relating to advertising and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services:

As a better security and preventive measure, RAIN is implementing an ISO 27000 information security standards and is planning to get an ISO 27000 certification.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches
Nil
- Percentage of data breaches involving personally identifiable information of customers
0%
- Impact, if any, of the data breaches
Nil

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available):

<https://www.rain-industries.com/>
<https://www.raincarbon.com/>
<https://www.priyacement.com/>
<https://www.novares.de/>
<https://www.novaresnextgen.com/>
<https://www.pragnyapriya.org/>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and /or services:

We fulfill all legal requirements related to hazard communication including provision of Safety Data Sheets and product labels to our value chain partners.

3. Mechanisms in place to inform consumers of any risk of disruption / discontinuation of essential services:

Necessary information is placed on the website of the Company.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes / No / Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes / No):

Yes. The Company and its subsidiary companies displays product information on the product label as per the requirement of law. The Company has not carried out any formal consumer survey / consumer satisfaction trends. However, the Company keeps track of responses / comments from various stakeholders.

On behalf of the Board of Directors
for **Rain Industries Limited**

Place: Hyderabad
Date: February 25, 2025

Jagan Mohan Reddy Nellore
Managing Director
DIN: 00017633

N. Sujith Kumar Reddy
Director
DIN: 00022383