



NATIONAL GUIDELINES ON RESPONSIBLE BUSINESS CONDUCT



MINISTRY OF CORPORATE AFFAIRS
Government of India



National Guidelines on Responsible Business Conduct

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PRIME MINISTER OF INDIA



MESSAGE

Our motto, Sabka Saath Sabka Vikas has been the cornerstone for pursuing welfare for all by ensuring that the benefits of good governance reach everyone. Business has primarily been seen as wealth creators for their shareholders, but it has the potential to go beyond that and induce inclusive socio-economic transformation. The Gandhian philosophy of trusteeship captures the business responsibility towards society.

The philosophy of giving back to the society has been an integral part of the culture, which has also been imbibed in traditional Indian businesses since time immemorial. In order to integrate this into the core business philosophy, the Government has obligated companies to take responsibility for the society by incorporating it as part of the fiduciary duties of a director. Besides, this universal obligation across all classes of companies, those meeting certain threshold in terms of turnover, networth or net profit are obligated to set apart two per cent of their net profit for corporate social responsibility activities.

Responsible Business Conduct is a globally recognized concept founded on the idea that businesses can perform better when engaged in re-vitalizing the society from which they extract resources for production. The National Guidelines on Responsible Business Conduct, 2018 (NGRBC), which is an improvement over the existing National Voluntary Guidelines on Social, Environmental & Economic Responsibilities of Business, 2011 (NVGs), are a means of nudging businesses to contribute towards wider development goals while seeking to maximize their profits. The NGRBC is dovetailed with the United Nations Guiding Principles on Business & Human Rights (UNGPs). The NGRBC intends to not just make companies more responsible and accountable but also to create a whole ecosystem to 'Protect', 'Respect' & 'Remedy' as envisaged in the UNGPs.

I sincerely hope that the NGRBC would usher a new philosophy of responsible and sustainable business.

(Narendra Modi)

New Delhi
December 10, 2018



**FINANCE AND CORPORATE AFFAIRS MINISTER
NEW DELHI, INDIA-110001**



FOREWORD

Hon'ble Union Minister of Finance and Corporate Affairs

The constitutional vision of our country promotes inclusive growth and sustainable development. The challenge is to attain these goals by cautiously balancing developmental needs with welfare goals. We have constantly strived to take all possible initiatives to lead India to assume a leadership role in the comity of nations. However, in the collective journey to achieve global salience, involvement of businesses is crucial. The National Guidelines for Responsible Business Conduct, 2018 (NGRBC) brought out by Ministry of Corporate Affairs are part of government's pursuit to equitably deliver benefits of growth by engaging 'India Inc.' in the country's developmental agenda.

The NGRBC urge businesses to conduct business responsibly and sustainably and also encourage and support their suppliers, vendors, distributors, partners and other stakeholders to follow the same principle. The guidelines, articulated as a set of nine principles and their attendant core elements enunciate the thrust of the United Nation Guiding Principles (UNGPs) on Business and Human Rights and Sustainable Development Goals and yet remain true and specific to the Indian context.

I am sure that in pursuance of these guidelines, Indian businesses shall not only gain global prominence but also garner goodwill and growth for their business and contribute beneficially to society.

(Arun Jaitley)



Description and Explanation of Terms

Some of the key terms used in this document are described here. These descriptions are only indicative. They have been selected based on a review of Indian and international definitions, and their applicability in the context of these Guidelines.

Accountable: Being responsible and answerable for their actions, willing to explain them to others, and taking ownership of all repercussions if so required.

Circular Economy: This is an alternative to a traditional linear economy (make, use, dispose), in which resources are used for as long as possible, the maximum value is extracted from them whilst in use, after which products and materials are recovered and regenerated at the end of each service life. The idea of a circular economy is called circularity. It is also referred to as “cradle-to-cradle”.

Collective Bargaining: Negotiating between the employees’ organization and employer’s organization; management in good faith with a view to agree on terms and conditions of work and / or settlement of disputes and grievances of employees represented by a representative body of employees

Complicity: Refers to involvement of the business in violations of any of the Principles and Core Elements by third parties connected with its operations. It is generally made up of the following:

- An action or omission (failure to act) by a business, or individual representing a business, that ‘helps’ (facilitates, legitimize, assists, encourages, etc.) another, in some way, to perpetrate a violation;
- The business was or should have been aware that its action or omission could provide such help;
- Complicity may be direct, beneficial or silent.

Consumer: A person or business that buys products or services for personal use, resale or use in production and manufacture. It also includes the user of the product or service other than the buyer.

Corporate Social Responsibility (CSR): Corporate Social Responsibility (CSR) means and includes but is not limited to (i) Projects or programs relating to activities specified in Schedule VII of the Indian Companies Act 2013; or (ii) Projects or programs relating to activities undertaken by the board of directors of a company (Board) in pursuance of recommendations of the CSR Committee of the Board as per declared CSR Policy of the company, subject to the condition that such policy will cover subjects enumerated in Schedule VII of the Act.

Disclosure: An organization’s practice of reporting to all stakeholders on its economic, environmental and social impacts. It also presents the organization’s values and governance model and demonstrates the link between its strategy and its commitment to sustainable development.

Discrimination: Unjust or prejudicial treatment of people, especially on the grounds of, but not limited to, caste, creed, sex, race, ethnicity, age, colour, religion, disability, socio-economic status or sexual orientation.

Diversity: An understanding that every individual is unique and therefore embracing and respecting the differences on account of, but not limited to, caste, creed, sex, race, ethnicity, age, colour, religion, disability, socio-economic status or sexual orientation.

Employee: A person employed, directly or by or through any agency (including a contractor), whether for remuneration or not, for carrying out activities of the organization or any part thereof, incidental to or



connected with those activities, in pursuance of the organization's stated objectives. It would also include those who undertake these activities outside of the business's premises including their own homes.

Equity: An approach which recognizes the need, plans and delivers a fair and equivalent opportunity across stakeholders to engage gainfully from their interactions with the business.

Ethical: Individual or collective behaviour that is in accordance with accepted written and / or unwritten codes of principles and values that govern decisions, actions and conduct within a business in the context of a particular situation and is consistent with accepted norms of behaviour.

Fair Living Wages: A wage sufficient for a family to meet its basic needs and which provides some ability to deal with emergencies.

Freedom of Association: Workers and employers, without distinction whatsoever, have the right to establish and, subject only to the rules of the organization concerned, to join organizations of their own choosing without previous authorization.

Governance: Relates to "how" an organization makes decisions, how it operates to achieve its objectives and how stakeholders have their say in the processes.

Governance Structure: The formalized individual or group of individuals charged with the ultimate responsibility of oversight of a business. This would refer to the equivalent of the Board for companies, the partners for partnership firms and the owner of the business for sole proprietorships.

Grievance Redressal Mechanism: Mechanism for any stakeholder individually or collectively to raise and resolve reasonable concerns affecting them without impeding access to other judicial or administrative remedies. The mechanism should be:

- Clear, transparent and have independent governance structures
- Accessible
- Predictable
- Equitable
- Based on dialogue and mediation

Harassment: Wide range of offensive behaviour that is unwanted by the recipient and which the

perpetuator knows or ought to know is threatening or disturbing.

Intellectual Property (IP): Refers to creations of the mind, such as inventions, literary, musical and artistic works, and symbols, names, images, and designs used in commerce, for which the IP owners are granted certain exclusive rights under the corresponding national IP laws. Common types of IP include patents (inventions), copyrights, trademarks, industrial designs, software, geographic indications and trade secrets, etc.

Involuntary Labour: All work or service that is extracted under the menace of penalty. Also includes terms such as forced labour, bonded labour and modern slavery.

Participation of Workers: Situation where workers are involved in some way in the decision-making process of a business organization. Worker participation can take many forms. There might be a consultative council in the company where trade unions and management meet regularly to discuss points of mutual interest. Workers can be organized in quality circles and meet regularly in small groups to discuss ways in which their work could be better organized.

Precautionary Principle: When human activities may lead to morally unacceptable harm that is scientifically plausible but uncertain, actions shall be taken to avoid or diminish that harm. Morally unacceptable harm refers to that which may threaten human health, or is seriously and effectively irreversible or inequitable to present or future generations, or imposed without sufficient consideration of the human rights of those affected.

Product: Any good and / or service produced for introduction to trade or commerce, possessing intrinsic value and capable of delivery to a consumer in tangible form, intangible form or a combination thereof.

Product Life Cycle: This refers to all the stages of a product from extraction or acquisition of raw materials through manufacturing and processing, distribution and transportation, use and reuse, recycling and disposal. In the case of services, it refers to all activities and processes from the design to delivery.



Stakeholder: Individual or group concerned or interested with or impacted by the activities of the businesses and vice-versa, now or in the future. Typically, stakeholders of a business include, but is not limited to, its investors/shareholders, employees (and their families), customers, communities, value chain members and other business partners, regulators, civil society actors, and media.

Sustainability: The outcome achieved by balancing the social, environmental and economic impacts of business. It is the process that ensures that business goals are pursued without compromising any of the three elements.

Sustainable: Being aligned with the tenet of meeting the needs of the present without compromising the ability of future generations to meet their own needs.

Traditional Knowledge: This refers to any indigenous technical, ecological, scientific, medical or cultural knowledge which is not necessarily documented but is in use by or generally known to communities. Typical examples include antiseptic properties of neem, turmeric, etc.

Transparent: Being open about decisions and activities that affect society, the environment and the economy, and the willingness of businesses to communicate information in clear, accurate, honest, timely and complete manner.

Value Chain: Refers to both the supply chain as well as the value created by the distribution channel for end-use customers. It also includes business partners and those employed by value chain partners who may work out of their own premises.

Vulnerable and Marginalized Groups: Group of individuals who are unable to realize their rights or enjoy opportunities due to adverse physical, mental, social, economic, cultural, political, geographic or health circumstances. These groups in India can be identified on the basis, inter alia, of the following:

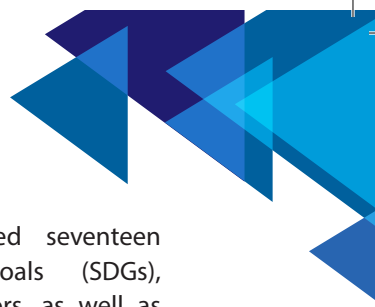
- Gender and transgender (women, girls et al.)
- Age (children, elderly et al.)
- Descent/identity/ethnicity (caste, religion, scheduled castes, scheduled tribes, et al.)
- Occupation (displaced, landless small / marginal farmers, migrant workers, et al.)
- Persons with disability
- Political or religious beliefs

Workplace: Place(s) where activities of the organization are carried out in pursuance of its stated objectives.

Work-life balance: Broad concept including proper balancing of “work” (career and ambition) on one hand and “life” (pleasure, leisure, family and spiritual development) on the other. Related, though broader, terms include “lifestyle balance” and “life balance”.

Chapter 1: Introduction





The Ministry of Corporate Affairs (MCA), Government of India, released a set of guidelines in 2011 called the National Voluntary Guidelines on the Social, Environmental and Economic Responsibilities of Business (NVGs). This was expected to provide guidance to businesses on what constitutes responsible business conduct. In order to align the NVGs with the Sustainable Development Goals (SDGs) and the 'Respect' pillar of the United Nations Guiding Principles (UNGP) the process of revision of NVGs was started in 2015. After, revision and updation, the new principles are called the **National Guidelines on Responsible Business Conduct** (NGRBC). As with the NVGs, the NGRBC has been designed to assist businesses to perform above and beyond the requirements of regulatory compliance.

MANDATE & RATIONALE

The primary rationale for the update is to capture key national and international developments in the sustainable development agenda and business responsibility field that have occurred since the release of the NVGs in 2011. Some of the key drivers of the NGRBC are given below:

- 1) The UN Guiding Principles for Business and Human Rights (UNGPs):** Through its resolution 17/4 of 16 June 2011, the UN Human Rights Council endorsed the *Guiding Principles on Business and Human Rights: Implementing the United Nations 'Protect, Respect and Remedy' Framework*. The UNGPs are grounded in recognition of, a) the State's existing obligations to respect, protect and fulfil human rights and fundamental freedoms; b) the requirement of business enterprises to respect human rights, and c) the need for access to effective remedy for those who are affected by adverse business-related human rights impacts or abuse. Since their release, the UNGPs have become the authoritative global standard for Business and Human Rights. In further support of the UNGPs, the UN Human Rights Council established the UN Working Group (UNWG) and tasked it with facilitating the global dissemination and implementation of the UNGPs. The UNWG has strongly encouraged all States to develop a National Action Plan (NAP) as part of the States' responsibility to disseminate and implement the UNGPs.
- 2) UN Sustainable Development Goals (SDGs):** In September 2015, the UN General Assembly adopted the 2030 Agenda for Sustainable

Development which established seventeen Sustainable Development Goals (SDGs), comprising targets and indicators, as well as follow-up and review mechanisms. Significantly, the SDGs recognize the role of business as a major driver for economic growth and infrastructure, whilst explicitly calling for businesses to act in accordance with the UNGPs. The SDGs are mapped against the NGRBC in Annexure 4.

- 3) Paris Agreement on Climate Change (2015):** This is an agreement under the United Nations Framework for Climate Change (UNFCCC) reached in December 2015, in which countries have committed to take steps to combat climate change and adapt to its effects. India ratified the agreement on 2nd October 2016, and its commitments are called the National Determined Contributions (NDCs). The Paris Agreement also constitutes SDG 13.
- 4) Core Conventions 138 and 182 on Child Labour by the International Labour Organization (ILO):** India, in June 2017, ratified ILO Core Conventions 138 (minimum age of employment of children) and ILO Core Convention 182 (worst forms of child labour).
- 5) Annual Business Responsibility Reports (ABRRs):** In 2012, the Securities Exchange Board of India (SEBI) amended the Listing Agreement for companies listed in the stock exchanges in India, and mandated the submission of an ABRRs by the top 100 listed companies. The ABRR is based on the Business Reporting Framework of the NVGs, and SEBI has since extended this requirement to the top 500 listed companies.
- 6) Companies' Act 2013:** Notified in the Gazette of India on 30 August 2013, Section 135 of the Companies Act 2013 requires companies to undertake Corporate Social Responsibility (CSR) initiatives in communities, and has since, provided additional rules and guidance on the areas and target groups of such interventions in consistency with national socio-economic priorities.

APPLICABILITY

The NGRBC are designed to be used by all businesses, irrespective of their ownership, size, sector, structure or location. It is expected that all businesses investing or operating in India, including foreign multinational corporations (MNCs) will follow these guidelines. Correspondingly, the NGRBC also provide a useful



framework for guiding Indian MNCs in their overseas operations, in addition to aligning with applicable local national standards and norms governing responsible business conduct.

Furthermore, the NGRBC reiterate the need to encourage businesses to ensure that not only do they follow these guidelines in business contexts directly within their control or influence, but that they also encourage and support their suppliers, vendors, distributors, partners and other collaborators to follow them.

Responsibility for Adoption

Whereas the NVGs made several references to the critical role of the governance structure and companies' leadership in ensuring adoption and review of the guidelines, the NGRBC has taken this requirement a step further by identifying specific aspects of each Principle as part of the duty and responsibility of the highest governance structure of the business to oversee the implementation and adherence to these guidelines in their business. While the highest governance structure, in the case of companies and corporations is the Board, the responsibility for adoption of the NGRBC in proprietorships, partnerships, and other types of business is assumed in the present context to rest with the owner/s, partner/s, and/or, any other structure responsible for the highest level of decision-making and governance functions in the business.

It is worthwhile to emphasize that all Principles of the NGRBC are equally important, inter-related, inter-dependent and non-divisible, and businesses should

adopt them to demonstrate their commitment to being a responsible business, and accrue the full benefits of sustainable business strategies.

CONTENT AND STRUCTURE

The NGRBC consist of two chapters and an expanded set of annexures. While the Principles have been updated, they have retained the articulation and description of those in the NVGs. The connected Core Elements enhance the operationalization of each Principle. The details in the annexures provide practical guidance to businesses on the adoption and implementation of these guidelines. Keeping the importance of Micro, Small and Medium Enterprises (MSMEs) in view, the business case for adoption of NGRBC by the MSMEs is given in Annexure 2.

An updated Business Responsibility Reporting Framework (BRRF) has been included for reporting of actions taken by businesses vis-à-vis the Principles and Core Elements. The BRRF is meant to serve as an internal tool for companies to assess where they are in their journey of responsible business conduct and identify opportunities for improvement. Guidance on how this framework may be used by businesses is included as an annexure. Additionally, the BRRF can serve as a framework for regulators to develop disclosure formats (e.g. Annual Business Responsibility Report (ABRR) mandated by the Securities and Exchange Bureau of India (SEBI) based on NVGs).

The last part of the NGRBC contains a set of useful references and resources which businesses may consult as part of their implementation efforts.

Chapter 2: Principles and Core Elements



This chapter contains the nine thematic pillars of business responsibility which are called Principles. Each Principle is introduced as a statement and followed by a narration of the essential aspects of the Principle, referred to as the brief description. A reading of each Principle and brief description should provide a clear idea of the essential spirit and intent of the Principle.

Each Principle is accompanied by a set of requirements and actions that are essential to the operationalization of the Principle, referred to as the Core Elements. The information sought in Annexure 3 of the Guidelines (Business Responsibility Reporting Framework) is derived from the Core Elements.

The Principles are interdependent, interrelated and non-divisible, and businesses are urged to address them holistically. Annexure 1 of the Guidelines provides guidance to all businesses on the adoption and implementation of the Principles. Furthermore, businesses impact different stakeholders in different ways. Therefore, while applying these principles, businesses need to be sensitive to characteristics, such as caste, creed, sex, race, ethnicity, age, colour, religion, disability, socio-economic status or sexual orientation. Though this has not been specifically mentioned in the Principles and Core Elements, businesses are expected to keep this in mind. Most importantly, the ultimate responsibility for adoption of the Principles rests with the highest governance structure of the business.

Principle 1:

Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable.

BRIEF DESCRIPTION

This Principle recognizes that ethical behaviour in all operations, functions and processes, is the cornerstone of businesses guiding their governance of economic, social and environmental responsibilities.

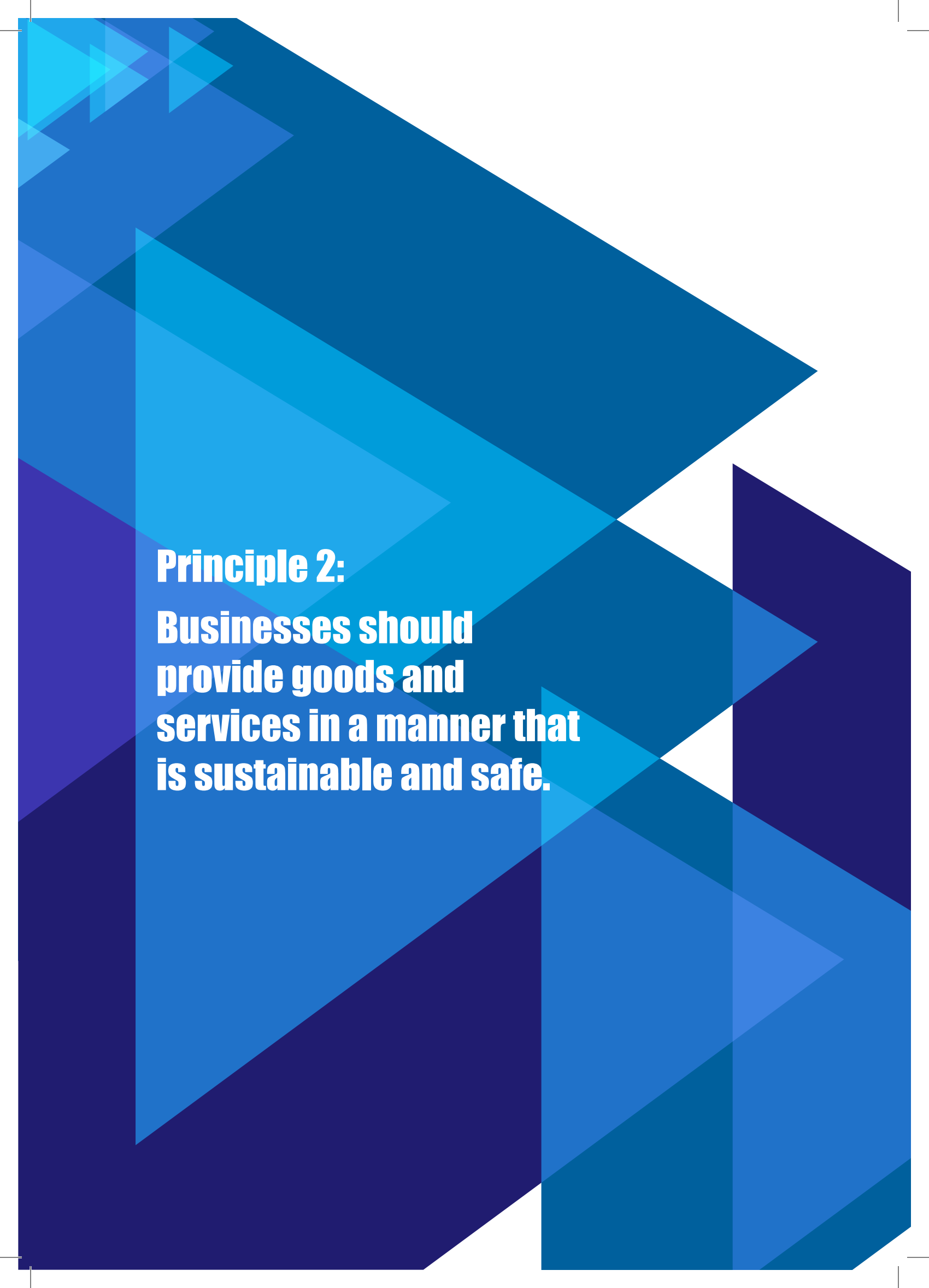
The Principle emphasizes that disclosures on business decisions and actions that impact stakeholders form the fundamental basis of operationalizing responsible business conduct and should be accessible to all relevant stakeholders.

It recognizes that businesses are an integral part of society and that they will hold themselves accountable for the effective adoption, implementation, and the making of disclosures on their performance with respect to the Core Elements of these Guidelines.

The Principle further emphasizes that the governance structure of the business should ensure this, in line with SDG 16.

CORE ELEMENTS

1. The governance structure should develop and put in place structures, policies and procedures that promote this Principle, prevent its contravention and effect prompt and fair action against any transgressions.
2. The Governance Structure should ensure that the Principles of these Guidelines are understood, adopted and implemented throughout the operations of their business.
3. The Governance Structure should also promote the adoption of this Principle across the value chain of their business.
4. The Governance Structure should disclose and communicate transparently and enable access to information about the policies, procedures, performance (financial and non-financial), and decisions of their enterprise, that impact their stakeholders, especially those that are most at risk to business impacts and communities that are vulnerable and marginalized.
5. The Governance Structure should take responsibility for meeting all its statutory obligations in line with the spirit of the law, enabling fair competition and ensuring it treats all its stakeholders in an equitable manner.
6. The Governance Structure should ensure that the business avoids complicity with the actions of any third party that violates any of the Principles contained in these Guidelines.
7. The Governance Structure should put in place appropriate structures, policies and procedures to address conflicts of interest involving its members, employees and business partners.
8. The Governance Structure should put in place appropriate structures, codes, policies, and procedures to ensure that the business does not engage in illegal and abusive practices, bribery and corruption, and ensure timely and fair action in case such transgressions are detected.
9. The Governance Structure should ensure that the business contributes to public finances by timely and complete payment of all applicable taxes in the letter and spirit of the laws and regulations governing such payments.



Principle 2:
**Businesses should
provide goods and
services in a manner that
is sustainable and safe.**

BRIEF DESCRIPTION

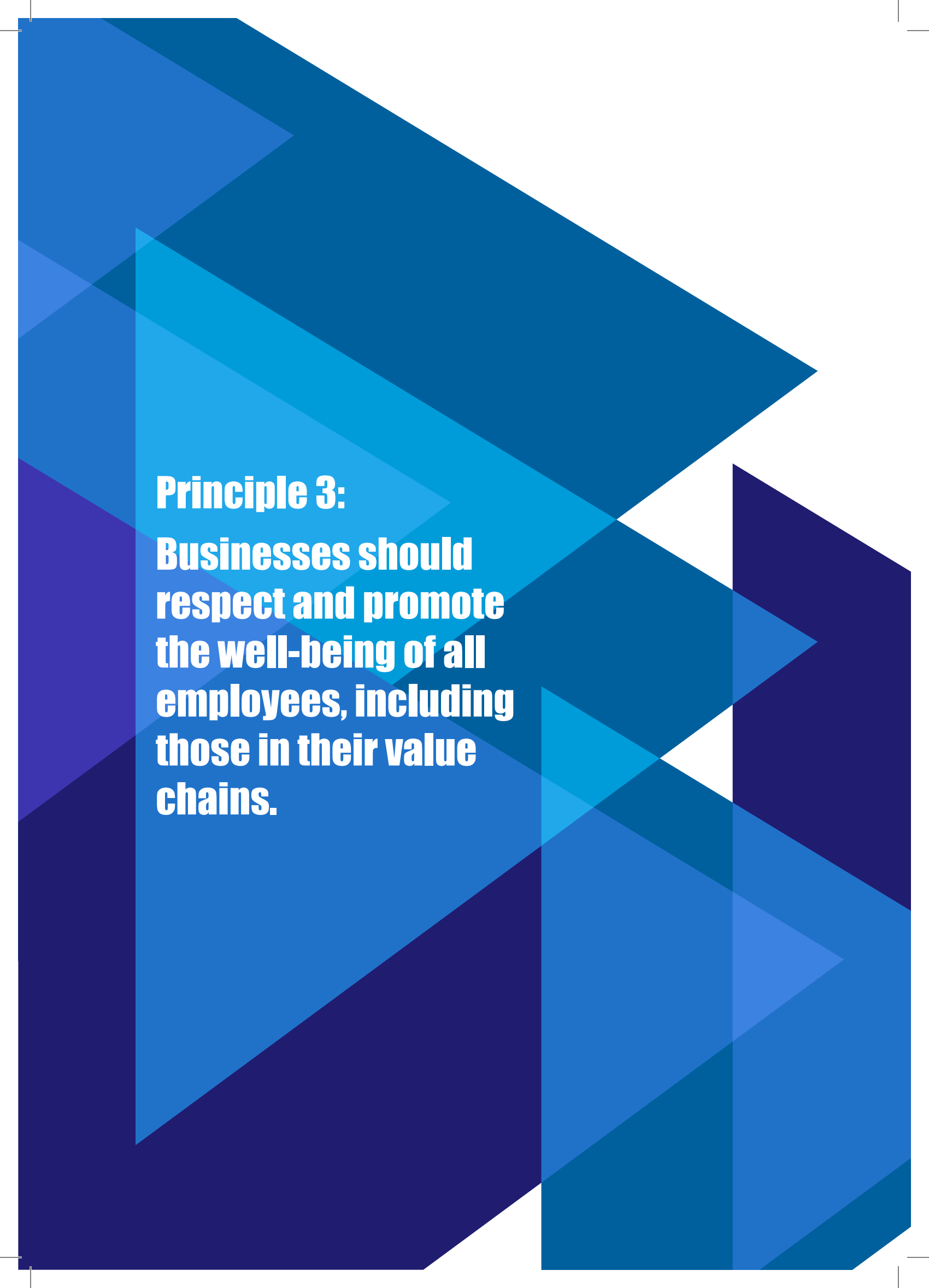
This Principle recognizes the proposition of SDG 12, that sustainable production and consumption are interrelated, contribute to enhancing the quality of life and towards protecting and preserving earth's natural resources.

The Principle further emphasizes that businesses should focus on safety and resource-efficiency in the design and manufacture of their products, and use their products in a manner that creates value while minimizing and mitigating its adverse impacts on the environment and society through all stages of its life cycle, from design to final disposal. Over time, businesses should embrace the idea of circularity in all its operations.

In order to do so, the Principle encourages businesses to understand all material sustainability issues across their product life cycle and value chain.

CORE ELEMENTS

1. Businesses should, in designing, producing and making available goods and services, endeavour to ensure that resource-efficient and low-carbon processes and technologies are deployed to minimize adverse environmental and social impacts.
2. Businesses should provide stakeholders across the value chain with adequate information about environmental and social issues and impacts across product life cycle from design to disposal. This may be done through appropriate and relevant tools such as certifications, labels, ratings and other communication and disclosure platforms including reports, websites, etc.
3. Businesses should increasingly take responsibility for the safe collection, reuse and recycling of their products at life so as to build a circular economy as a part of the notion of extended producer responsibility that is increasingly becoming a part of regulation in India and globally.



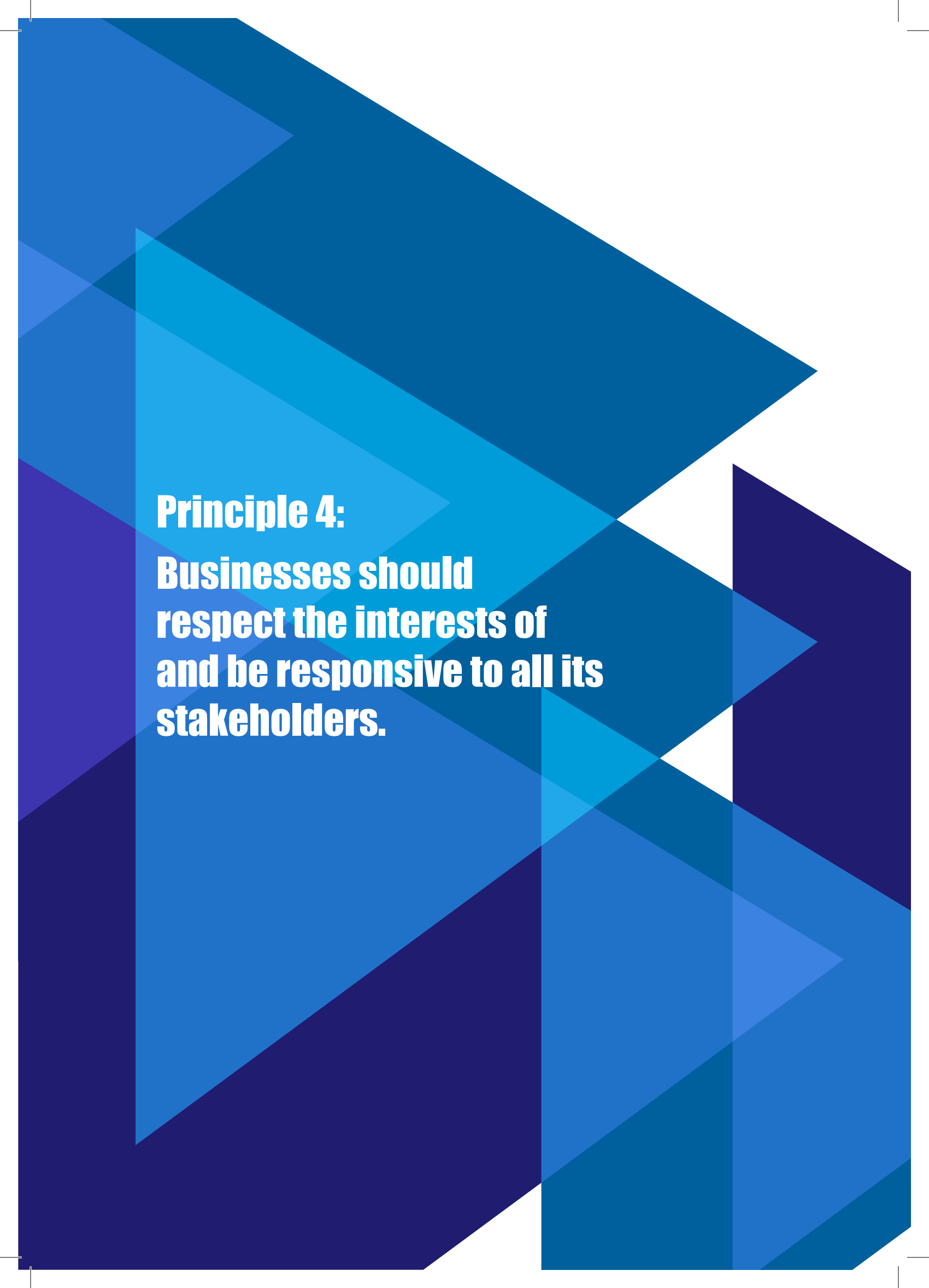
Principle 3:
**Businesses should
respect and promote
the well-being of all
employees, including
those in their value
chains.**

BRIEF DESCRIPTION

This Principle encompasses all policies and practices relating to the equity, dignity and well-being, and provision of decent work (as indicated in SDG 8), of all employees engaged within a business or in its value chain, without any discrimination and in a way that promotes diversity. The principle recognizes that the well-being of an employee also includes the well-being of her/his family.

CORE ELEMENTS

1. The Governance Structure should ensure that the business complies with all regulatory requirements pertaining to its employees, and that there are systems and processes in place to enable this to be done by its value chain partners.
2. Businesses should ensure equal opportunities at the time of recruitment, during the course of employment, and at the time of separation without any discrimination.
3. Businesses should promote and respect the right to freedom of association, participation of workers, and collective bargaining of all employees including contract and casual labour, and provide access to appropriate grievance redressal mechanisms.
4. Businesses should not use child labour, coercive or forced labour, or any form of involuntary labour, paid or unpaid.
5. Businesses should put systems and processes in place to support the work-life balance of all its employees.
6. Businesses should ensure fair, timely and transparent payment of statutory wages of all its employees, including contract and casual labour without discrimination.
7. Businesses should aspire to pay fair living wages to meet basic needs and economic security of all employees, including casual and contract labour.
8. Businesses should provide a workplace "environment that is safe, hygienic, accessible to the" - there is no space between the words differently abled and which upholds the dignity of the employees. Businesses should engage and consult with their employees on this provision.
9. Businesses should ensure continuous upgradation of skill and competence of all employees by providing access to necessary learning opportunities, on an equal and non-discriminatory basis. They should promote career development through human resource interventions.
10. Businesses should create systems and practices to ensure a humane workplace free from, violence and harassment (including sexual harassment); a workplace where employees feel safe and secure, with adequate provisions for grievance redressal.



Principle 4:
Businesses should
respect the interests of
and be responsive to all its
stakeholders.

BRIEF DESCRIPTION

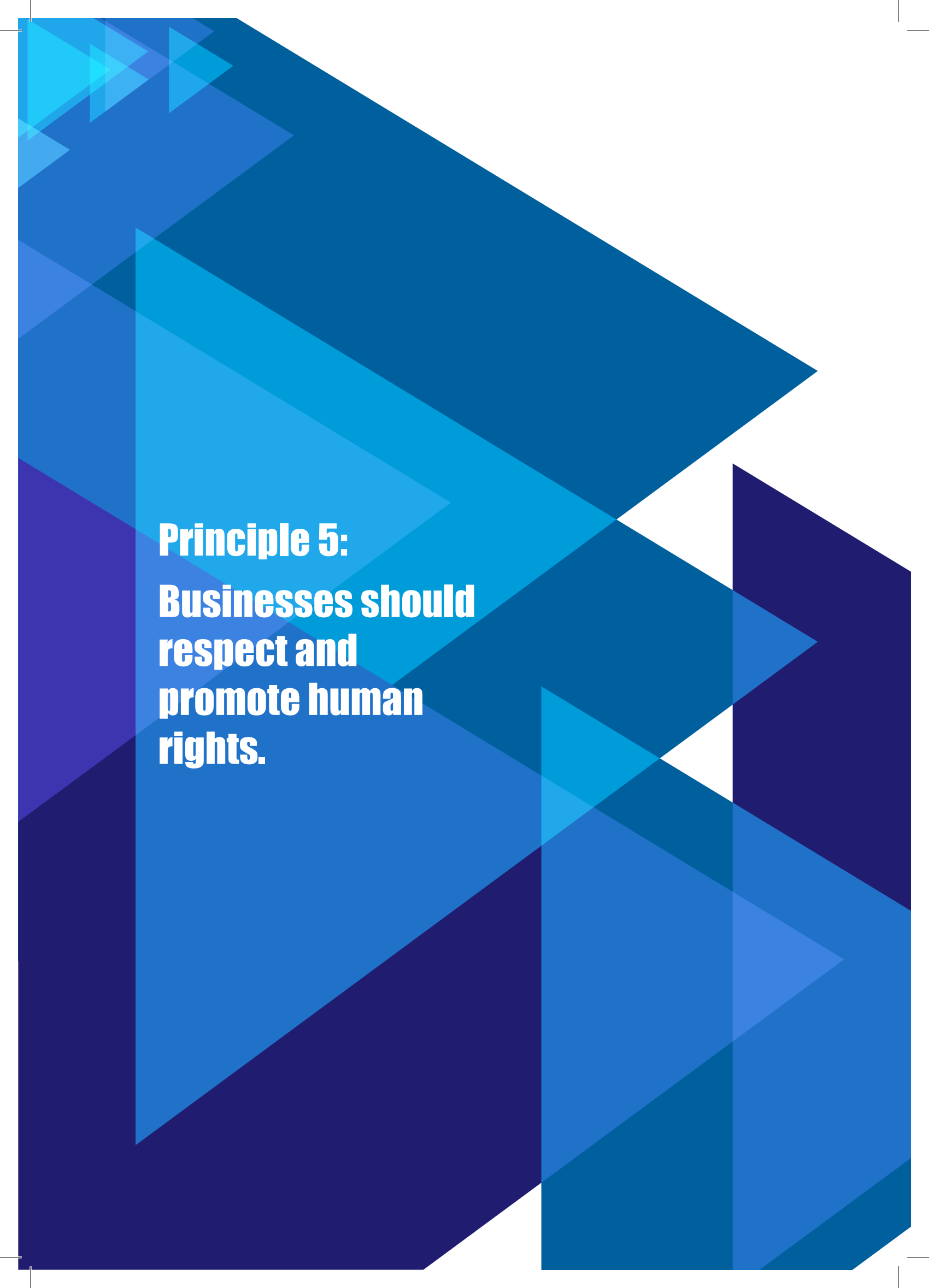
This Principle recognizes that businesses operate in an eco-system comprising a number of stakeholders, beyond shareholders and investors, and that their activities impact natural resources, habitats, communities and the environment.

The Principle acknowledges that it is the responsibility of businesses to ensure that the interests of all stakeholders, especially those who may be vulnerable and marginalized, are protected.

The Principle further recognizes that businesses have a responsibility to maximize the positive impacts and minimize and mitigate the adverse impacts of its products, operations, and practices on all their stakeholders.

CORE ELEMENTS

1. Governance Structures should ensure that the business acknowledges, assumes responsibility, and is transparent about the impact of their policies, decisions, products and associated operations on all stakeholders, and the natural environment.
2. Businesses should develop systems, processes and mechanisms to identify its stakeholders, understand their expectations and concerns, define the purpose and scope of the engagement, consult with them in developing policies and processes that impact them, and commit to resolving any differences and redressing grievances in a just, fair and constructive manner.
3. Businesses should enable all stakeholders to benefit fairly from the value generated by the businesses, and any conflicts or differences arising from the impact of business operations or the sharing of the value generated by the businesses should be resolved in a just, fair and equitable manner.



Principle 5:
Businesses should
respect and
promote human
rights.

BRIEF DESCRIPTION

This Principle recognizes that human rights are rights inherent to all human beings, and that everyone, individually or collectively, is entitled to these rights, without discrimination. It further recognizes that human rights are inherent, inalienable, interrelated, interdependent and indivisible.

The Principle is inspired, informed and guided by the Constitution of India and the International Bill of Rights and recognizes the primacy of the State's duty to protect and fulfil human rights.

The Principle is further informed and guided by the UN Guiding Principles on Business and Human Rights in its articulation of the responsibility of businesses to respect human rights. It affirms that the responsibility of businesses to respect human rights requires that it avoids causing or contributing to adverse human rights impacts, and that it addresses such impacts when they occur. The Principle urges businesses to be especially responsive to such persons, individually or collectively, who are most vulnerable to, or at risk of, such adverse human rights impacts.

CORE ELEMENTS

1. The Governance Structure should ensure that the business undertakes to make its employees aware of the human rights content of the Constitution of India, relevant national laws and policies, and the International Bill of Human Rights and their application to businesses as outlined in the United Nations Guiding Principles for Business and Human Rights. It should further ensure that the responsibility for addressing such impacts is assigned to the appropriate level and function within the business.
2. The Governance Structure should ensure that the business has in place such policies, structures and procedures that demonstrate respect for the human rights of all stakeholders impacted by its business. This includes carrying out human rights due diligence to identify, prevent, mitigate and account for how they address adverse human rights impacts.
3. The Governance Structure should ensure that their business, where it is causing, contributing or otherwise linked to adverse human rights impacts, takes corrective actions to address such impacts.
4. Businesses should promote the awareness and realization of human rights across its value chain.
5. Businesses should ensure that all individuals and groups whose human rights are impacted by them have access to effective grievance redressal mechanisms.



Principle 6:
Businesses should
respect and make efforts
to protect and restore the
environment.

BRIEF DESCRIPTION

This Principle recognizes that environmental responsibility is a prerequisite for sustainable economic growth and for the well-being of society.

The Principle emphasizes that environmental issues are interconnected at the local, regional and global levels, which makes it imperative for businesses to address issues like pollution, biodiversity conservation, sustainable use of natural resources and climate change (mitigation, adaptation and resilience) in a just, comprehensive and systematic manner. These are aligned with SDGs 11, 13, 14 and 15.

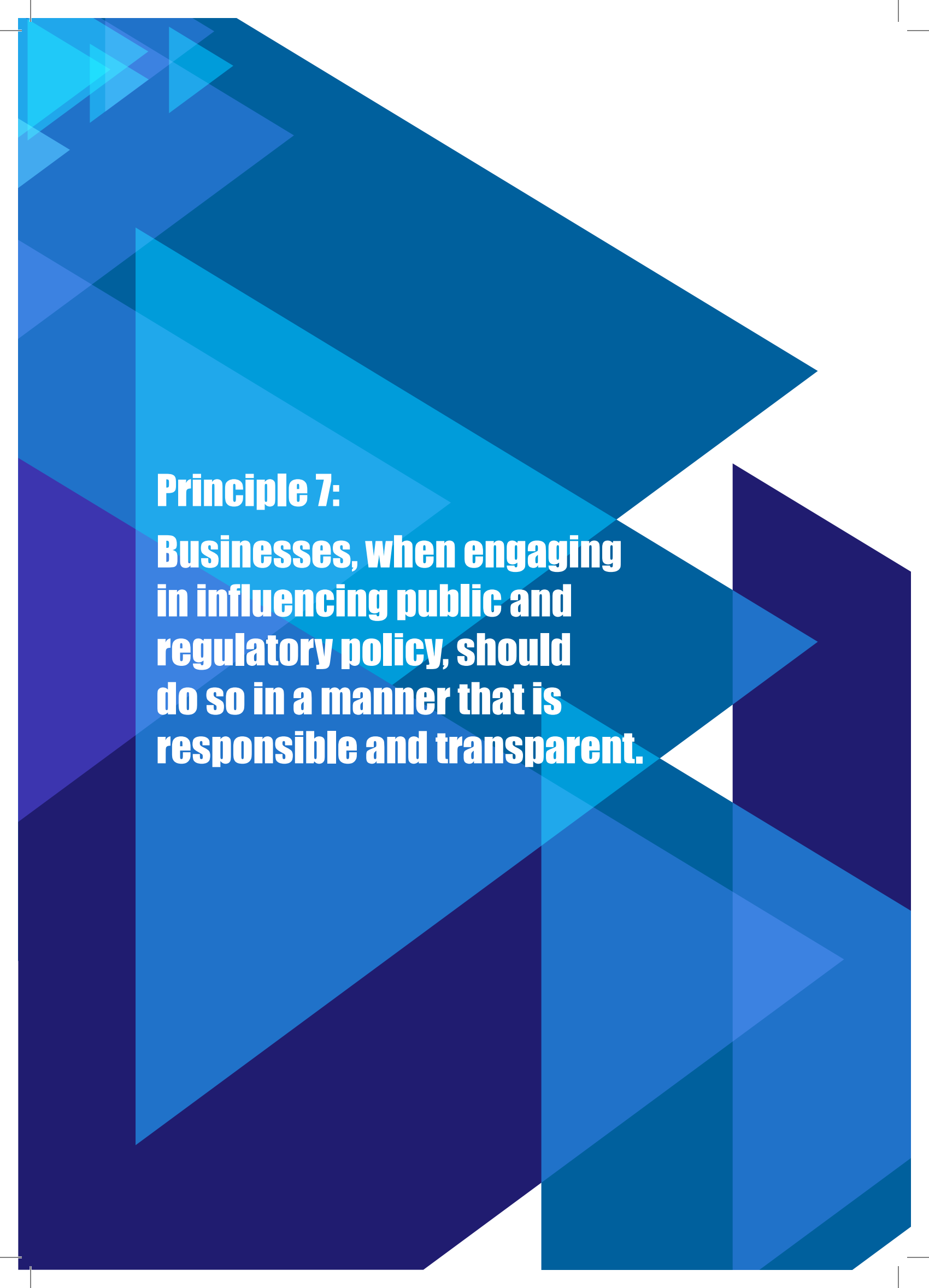
The Principle encourages businesses to assess environment impacts of its products and operations and take steps to minimize and mitigate its adverse impacts where these cannot be avoided.

The Principle encourages businesses to adopt environmental practices and processes that minimize or eliminate the adverse impacts of its operations and across the value chain.

The Principle encourages businesses to follow the Precautionary Principle in all its actions.

CORE ELEMENTS

1. The Governance Structure should ensure that the business formulates appropriate policies, procedures and structures to assess, measure and address its adverse impacts on the environment at all its locations, at all stages of its life cycle from establishment to closure. Special care should be taken where these impacts occur in eco-sensitive areas.
2. Businesses should develop appropriate strategies for sustainable and efficient use of natural resources and manufactured materials, giving due consideration to expectations and concerns of all stakeholders.
3. Businesses should define measurable key performance indicators and targets to monitor their performance on environmental aspects such as water, air, land-use, forest, energy, materials, waste, biodiversity, built environment and so on.
4. Businesses should focus on addressing climate change through development of both mitigation and adaptation measures, and build climate resilience and in line with India's Nationally Determined Contributions to the Paris Climate Change Agreement and the National/State Action Plans on Climate Change.
5. Businesses should learn from industry best practices for promoting reduction, reuse, recycling and recovery of material and resources, and encourage and motivate its stakeholders, particularly consumers and business partners, to do the same.
6. Businesses should seek to improve their environmental performance by adopting innovative, resource-efficient and low-carbon technologies and solutions resulting in lower resource footprint, lesser material consumption and more positive impact on environment, economy and society.



Principle 7:

Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

BRIEF DESCRIPTION

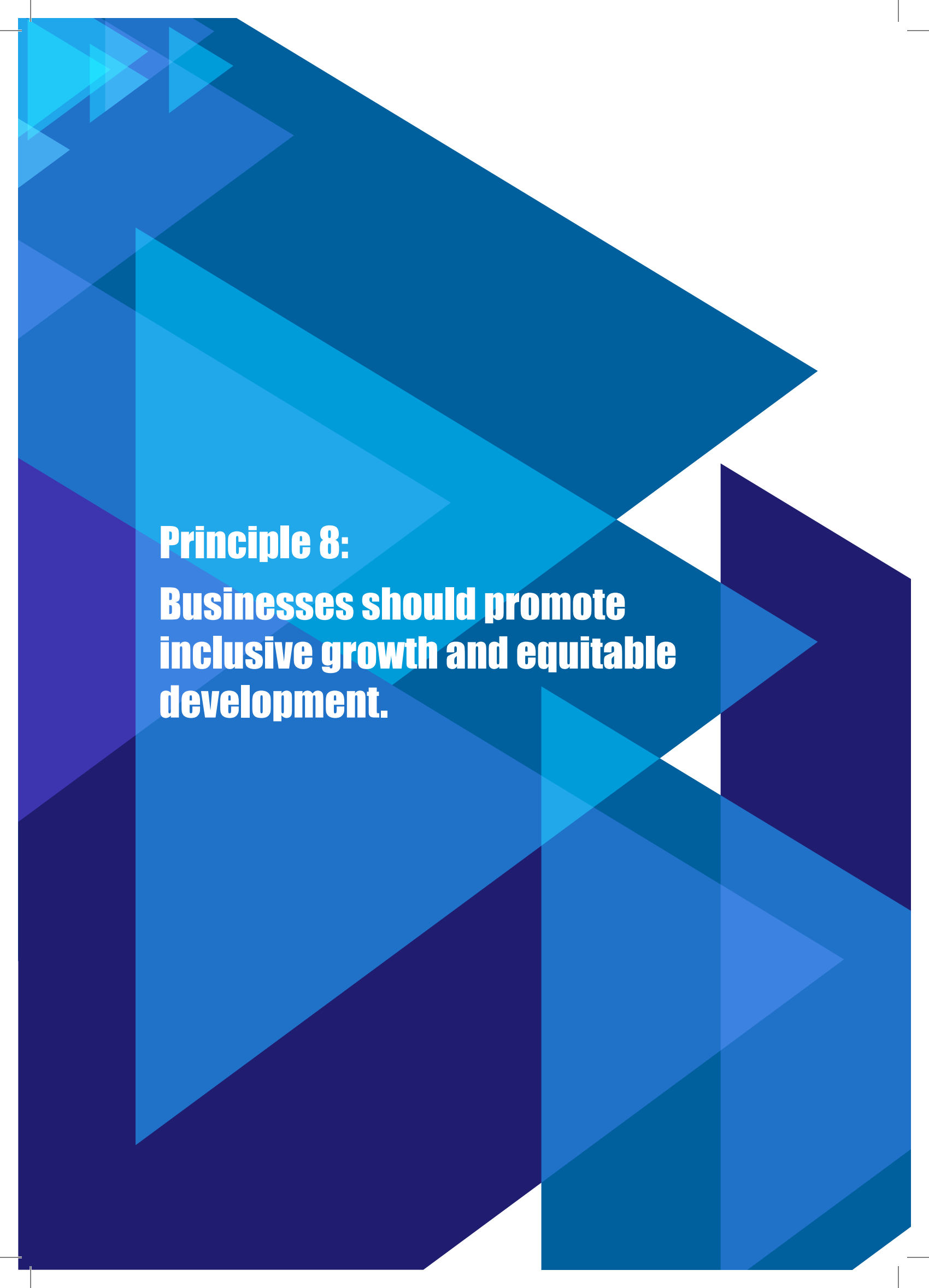
This Principle recognizes that businesses operate within specified national and international legislative and policy frameworks, which guide their growth and also provide for certain desirable restrictions and boundaries.

The Principle recognizes the legitimacy of businesses to engage with governments for redressal of a grievance or for influencing public policy.

The Principle emphasizes that public policy advocacy must expand public good.

CORE ELEMENTS

1. The Governance Structure should ensure that its advocacy positions are consistent with the Principles contained in these Guidelines and publicly disclosed.
2. Businesses should, to the extent possible, undertake policy advocacy through trade and industry chambers and associations, and other similar collective platforms.
3. Businesses should ensure that its policy advocacy positions promote fair competition and respect for human rights.



Principle 8:
**Businesses should promote
inclusive growth and equitable
development.**

BRIEF DESCRIPTION

This Principle recognizes the challenges of social and economic development faced by India, and builds upon the national and local development agenda as articulated in government policies and priorities. This is particularly significant in zones affected by social disharmony and low human development.

The Principle recognizes the value of the energy and enterprise of businesses and encourages them to innovate and contribute to the overall development of the country with a specific focus on disadvantaged, vulnerable and marginalized communities, as articulated in Section 135 of the Companies Act, 2013.

The Principle also emphasizes the need for collaboration amongst businesses, government agencies and civil society in furthering this development agenda in line with SDG 17.

The Principle reiterates that business success, inclusive growth and equitable development are interdependent.

CORE ELEMENTS

1. The Governance Structure shall ensure that the business takes appropriate actions to minimize any adverse impacts that it has on social, cultural and economic aspects of society including arising from land acquisition and use, construction of facilities and operations.
2. Businesses should assess, measure and understand their impact on social, and economic development, and respond through appropriate action to minimize and mitigate its negative impacts on society.
3. Businesses should innovate and invest in products, technologies and processes that promote the well-being of all segments of society, including vulnerable and marginalized groups.
4. Businesses should respond to national and local development priorities and understand the needs and concerns of local communities, particularly vulnerable and marginalised groups and in regions that are underdeveloped, while designing and implementing their CSR programmes.
5. Businesses should make efforts to minimize the negative impacts of displacement of people and disruption of livelihoods through their business operations and where displacement is unavoidable, this process must be undertaken in a humane, participative, informed and transparent manner, where just and fair compensation is paid to those impacted.
6. Businesses should respect all forms of intellectual property and traditional knowledge and make efforts to ensure that benefits derived from their knowledge are shared equitably.

Principle 9:

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

BRIEF DESCRIPTION

This Principle is based on the fact that the basic aim of a business entity is to provide goods and services to its consumers that are safe to use, and in a manner that creates value for both. .

The Principle recognizes that consumers have the freedom of choice in the selection and usage of goods and services, and that the enterprises will strive to make available products that are safe, competitively priced, easy to use and safe to dispose of, for the benefit of their consumers.

The Principle also recognizes that businesses should play a key role, along with other relevant stakeholders, in mitigating the adverse impacts that excessive consumption of its products may have on the overall well-being of individuals, society and our planet, in line with SDG 12.

CORE ELEMENTS

1. Governance Structures should ensure that the business minimizes and mitigates any adverse impact of its goods and services on consumers, the natural environment and society at large.
2. Businesses should ensure that they do not restrict the freedom of choice and free competition in any manner while designing, promoting and selling their products.
3. Businesses should disclose all information accurately, through labelling and other means, including the risks to the individual, to society, and to the planet, from the use of the products, so that the consumers can exercise their freedom to consume in a responsible manner.
4. Businesses should manage consumer data in a way that does not infringe upon their right to privacy.
5. Businesses should make consumers aware of, and provide information and guidance to them on, safe and responsible usage and disposal of their products (including reuse and recycling), and to eliminate over-consumption.
6. Businesses should promote and advertise their products in ways that do not mislead or confuse the consumers or violate any of the Principles in these Guidelines.
7. Businesses should provide appropriate grievance redressal mechanisms that are transparent and accessible, to address consumer concerns and feedback.
8. Businesses that provide essential services, e.g., utilities, should enable universal access, including to those whose services have been discontinued for any reason, in a non-discriminatory and responsible manner.



ANNEXURES



Annexure 1:

Guidance on Adoption of NGRBC

What does adoption mean?

The Principles and Core Elements contained in the NGRBC are designed to enable businesses to conduct themselves responsibly. Therefore, adopting these guidelines refers to the integration of the Principles and Core Elements into the core business strategy and operations of an enterprise including its value chain.

So, how will the Governance Structure of a business know whether it has successfully integrated these NGRBC? Here are some indicators:

- It should have in place, policies and guidance that are approved at the highest level and cover all the Principles.
- The key performance indicators of the business should incorporate all the Principles of the NGRBC and those Core Elements that significantly impact or are impacted by the business.
- The operating procedures of the business should also cover those Core Elements that significantly impact or are impacted by the business.

The Business Responsibility Reporting Framework (BRRF) provided in Annexure 3 of these guidelines is designed as an internal tool to help businesses determine how well aligned they are to the NGRBC.

Key Enablers

Experience suggests that there are some key enablers of businesses that help them successfully integrate sustainability principles into their core processes. These include:

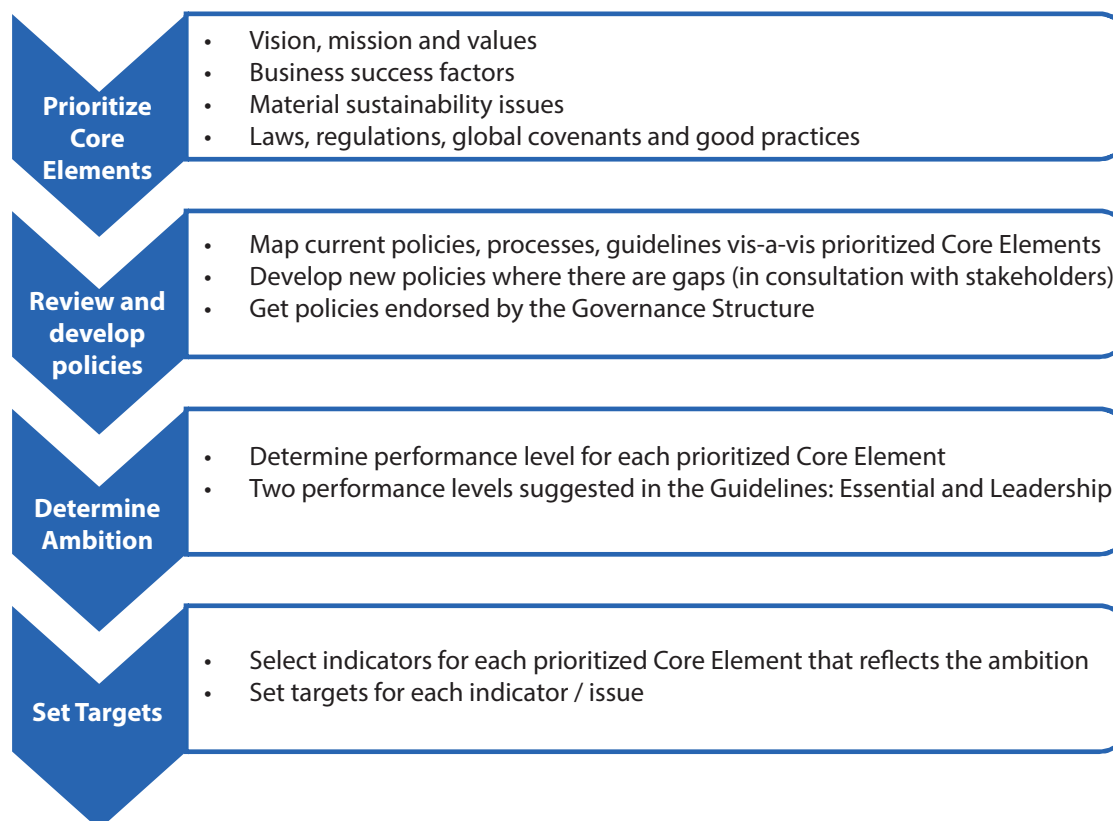
- **Leadership commitment:** The Governance Structure of the business (Board in the case of companies, owner(s)/partner(s) in other forms) needs to be convinced that the success of the business depends upon adopting the NGRBC. The Chairman/CEO/Owner-Manager needs to play a proactive role in convincing the Governance Structure, which is most effectively done by

demonstrating the business benefit of being responsible.

- **Employee engagement:** The employees too must be convinced of the need to be responsible. Again, the Governance Structure and top management must communicate this to all employees so that the Principles are fully understood across the organization and comprehensively implemented.
- **Stakeholder engagement:** Recognizing that all stakeholders play a crucial role in a business's success, the top management of the company must map out its stakeholders and proactively engage and build strong relationships with them on a consistent and continuous basis.
- **Disclosure and reporting:** In addition to engaging with stakeholders including employees, the proactive public disclosure by companies of their impact on society and the environment is also essential.

The Business Case for Adoption

That businesses are expected to conduct themselves responsibly is an essential component of the social contract between businesses and society. Increasingly, businesses are also recognizing that responsible business conduct provides benefits to both the business and society in the short term as well as in the long term. To help businesses determine these benefits, they may use a tool called the Business Case Matrix, provided in Annexure 5. Every business can develop such a matrix, in its own context, for each Core Element, and thus determine which of them are a relatively higher priority to the business. However, as stated earlier, the Principles detailed in these guidelines are interdependent, interrelated and non-divisible, and responsible businesses are expected to adhere to all the Principles and Core Elements.



The Adoption Process

The flowchart given below summarizes the process businesses may follow to adopt the NGRBC and integrate them with the core business.

Some of the key steps are described in greater detail below,

- **Prioritizing the Core Elements:** The first step is that the business must identify those Core Elements that are priority. As a rule of thumb, it is highly likely that each Principle will have at least one Core Element which is of higher priority for the business. In order to do this prioritization, a business must map all the Core Elements against:
 1. **Vision, mission and values:** Those that align with or contribute to these must be considered priority.
 2. **Business success factors:** These are typically articulated in the business strategy.
 3. **Material sustainability issues:** Many businesses conduct a materiality analysis to determine the environment and social issues that are of high concern to its stakeholders (ideally based on detailed stakeholder engagements) and have a high impact on business (based on detailed internal analysis on key business success factors). The Core Elements that align with or contribute to these material sustainability issues must be treated as high priority. In cases where the business has not undertaken its own materiality assessment, it should go by suggestions found in globally accepted guidelines.
- **Legal and voluntary compliances:** Every business must know the specific laws and regulations, current and emerging, which pertain to each of the Core Elements. It is stressed that compliance with the laws and regulations of the land is non-negotiable. It may also be noted that those businesses that are part of a supply chain are also subject to codes and standards that their buyers may require them to comply with.
- **Integrating Prioritized Core Elements into Core Business:** All the prioritized Core Elements must then be integrated into core business strategy. In order to do this, the business must:
 1. Review its current policies and guidelines to ensure that they cover all the prioritized Core Elements. Where there are gaps, these must be revised.
 2. In the case of those Core Elements where the Governance Structure has a role in ensuring implementation, these policies and guidelines must be endorsed by the Governance Structure.

3. The business must determine what its ambition is for each prioritized Core Element, i.e. the performance level it wishes to achieve for each. As mentioned earlier, the base performance has to be compliance with the law or regulation, but a business may decide to be more ambitious and take a leadership position by setting itself a higher performance target. Annexure 3 discusses this in greater details and suggests two performance levels – Essential and Leadership.
4. Annexure 3 outlines the performance indicators for relevant Core Elements at these two levels – Essential and Leadership. Businesses may select the indicators for their prioritized Core Elements that reflect their ambition and set 3-5 year targets.

Covering Value Chains

Value chains, encompassing all upstream sourcing channels and downstream distribution channels, are an integral part of all businesses, have a definitive role in their success, and feature in their core strategies. While integrating the NGRBC into their core strategies and operations, businesses should specifically encourage their adoption by their value chain partners. Responsible businesses should be well placed to understand the social, environment and economic impact their value chain partners have on their own enterprise as well as on the external world.

Suggested steps for this include:

- **Mapping the value chain:** Businesses should create a map of their direct (or Tier 1) value chain partners and also cover, to the extent feasible, indirect members of the value chain who transact with the Tier 1 value chain partners. A value chain map, which traces the key activities involved in bringing a product from key inputs to the consumer, should be created for all major products of a business and requires collaboration among all functions within the business which work on the specific products. This should provide visibility of physical locations, resource dependencies, contractual/compliance status, financial status and storage/logistics arrangements for value chain partners as well as any interdependencies between the partners.

The map will enable the business to ascertain specific sustainability risks or opportunities that may reside in its value chain which may be different from those faced by the business itself.

- **Prioritizing Core Elements for value chain partners:** Using the value chain map and as part of the materiality assessment referred to earlier in this annexure, businesses should prioritize the Core Elements which are important for their value chain partners to align themselves with. This is best done in consultation with their major Tier 1 partners so that ownership is built from the beginning.
- **Setting policy frameworks:** Businesses should have in place, policies and guidelines that facilitate adoption of the NGRBC across their value chain partners. These policies and guidelines, where required, should be endorsed by the Governance Structure of the business. Again, this will be most effective when done in consultation with their Tier 1 partners.
- **Establishing engagement processes:** The prioritized Core Elements should be embedded in processes for all points of engagement with value chain partners including diligence, selection, monitoring, periodic engagement, feedback, and recognition of good practice. Such processes are an effective means to build actions around the prioritized Core Elements, signal the business' responsible intent, can be used to incentivize integration of sustainability principles across the value chain and, in the long term, will enhance security of supply for the business through a stronger relationship with their partners.
- **Cascading responsibility:** Businesses should recognize that their value chains partners, direct and indirect, will range from large multinational corporations to Micro, Small and Medium Enterprises (further details on the role of MSMEs in value chains are provided in Annexure 2), who will have differentiated capacities and considerations while adopting the Principles and Core Elements. Businesses should guide and support them in their efforts to adopt these guidelines including collaborating with other businesses. Businesses should also support their Tier 1 partners to cascade this process to the subsequent tiers in the value chain.



Annexure 2:

Guidance for Micro, Small and Medium Enterprises

Significance of MSMEs for NGRBC

MSMEs contribute significantly to the GDP, employment and social equity of India. They are the 2nd largest employer, after agriculture, employing an estimated 100 million people which is almost ten times that of the employment in the government and large private sector put together. MSMEs are present in almost all economic activities, ranging from crafts to services and high-end industrial activities. The product range spreads across sectors including handicrafts, handlooms, textiles, garments, leather, plastics, engineering, IT & IT enabled services, hospitality, tourism, health care and several others. In terms of markets, these enterprises are connected with rural markets to global value chains. Together they contribute to 37% of industrial output, 40% of manufactured exports and 37.54% of the GDP for 2012-13 (Annual report of Ministry of MSME, Govt. of India, 2015-16), with a considerable multiplier effect on the economy.

Another remarkable feature of the MSMEs in India is that almost two-third of them are naturally organized around approximately 6000 geographic clusters, as a part of local, regional, national and global value chains. These clusters in groups of contiguous villages, blocks or districts are known for a range of crafts, industrial products or services.

MSMEs are, therefore, not a residual segment but a very significant component of the larger social and economic system, interconnected with a variety of stakeholders. Hence, for the NGRBC to succeed, widespread buy-in and adoption by the MSME sector is necessary.

Classification of MSMEs

The Indian MSME sector can be broadly categorized into two types:

1. MSMEs organized around local and regional value chains: These comprise a large number of very small enterprises and is estimated to contribute between half to two-thirds of the total MSME output. However, their share has been shrinking over the years making way for integration across national and global value chains.
2. MSMEs that are part of national & global value chains: These can be further broken into three

distinct although not mutually exclusive sub-groups:

- a. **Global value chains linked:** This group accounts for increasing exposure of MSMEs to the global business environment since the 1990s. Those in product categories like garments, sports goods, furniture, chocolates, beverages and other food products are well exposed to individual and collective buyer standards across environment, labour and other issues, and are hence reasonably in tune with various responsible business guidelines, codes and standards.
- b. **Vendors/suppliers for large buyers with domestic base:** The MSMEs in this group are linked across several sectors where global players have significant manufacturing or sourcing base in India, such as automobiles, engineering goods, aerospace, defence, railways and large retail companies. There is also a wide range of MSME suppliers for public procurement supplying to railways, engineering companies, power sector companies and a wide range of government services across hospitals, schools, etc.
- c. **Emerging high growth start-ups:** The phenomenon of technology-based high growth start-ups is beginning to surge. This is significant not only for the growth of individual enterprises but also with their power to disrupt the way classical brick-and-mortar enterprises function. With a more positive socio-economic environment for spawning start-ups with support from academic institutions, private funding for risk capital, and government support, this group is fast emerging as a significant one. To illustrate there are technology-based aggregators of MSMEs that include independent taxi operators, e-commerce platforms and credit facilitators. These entrepreneurs have joined the bandwagon of globally integrated Indian MSMEs.

The Business Case for MSMEs to adopt the NGRBC

There is no doubt that smaller businesses have fewer resources and abilities to adhere to multiple laws,

regulations and guidelines. But the fact that several of them already do clearly suggests that not only are they capable of doing so but it is worth their while – in other words, it makes business sense to do so. So, what are the business benefits of adopting these Principles and Core Elements? Some of these are outlined here:

- **Increased access to markets and customers:** MSMEs that are a part of national and global value chains know that for them to gain new customers and retain their existing ones, they have to conform to a number of sustainability codes and standards that go well beyond compliance with local laws. These codes and standards, typically relating to issues regarding environment and labour, which are almost standard requirements for those exporting to western countries, are increasingly becoming universal, with several Indian companies also expecting their supply chains to conform to sustainability requirements. Adopting the Principles herein may enable MSMEs to become preferred suppliers to the increasing number of customers who expect responsible behaviour from their value chains.
- **Better preparedness for compliance:** India was a signatory to two global agreements in 2015 – the Sustainable Development Goals and Paris Agreement on Climate Change. As a consequence, businesses will be expected to do more in the social and environmental spheres, and this will, inevitably, lead to tighter regulations over the years. The MSME sector too will face this challenge. Further, there are already multiple buyer codes and standards that MSMEs are expected to align themselves with and these will only increase. Adopting the NGRBC will enable MSMEs to be better prepared for this future.
- **De-risking operations:** Adopting these guidelines will enable MSMEs to reduce the risk of their operations being affected due to non-compliance with either regulations or customer expectations (as expressed in their own codes and standards).
- **Cost savings and increase in productivity:** There is mounting evidence, even amongst MSMEs, that investing in processes that reduce environmental footprints, waste, and drudgery, and increase the quality of life of employees, provides benefits that pays back these investments quickly and in good measure.
- **Access to funds:** Several banks and financial institutions, including in India, are increasingly looking at businesses that do not conform to responsible business practices as risky and either

fund them at a premium or do not fund them at all. The Indian Banks Association has recently come up with a set of National Voluntary Guidelines for Responsible Finance, which asks members to factor commitment to responsible business in their lending and investment decisions. MSMEs that adopt the NGRBC may find themselves better placed to negotiate better financial terms with banks and financial institutions to meet their growth plans.

Adopting the NGRBC

Annexure 1 described (a) what “adopting” means and (b) identifying the “enablers” for successful adoption. These are applicable in full measure to MSMEs as well. Owners and partners have to play a leadership role in understanding the Principles and Core Elements outlined in the NGRBC, adopting them and making their employees, customers and funders aware so that they derive full benefit from this commitment. Reporting their commitments and activities is an effective way of communicating their performance to these key stakeholders.

The steps that MSMEs should take to adopt the NGRBC are also described in Annexure 2. Recognizing that some of these steps can be undertaken only by those businesses that are relatively larger and more mature, given below are what MSMEs must do at the bare minimum:

1. **Prioritizing the Core Elements.** The first step in adoption has to be prioritizing the Core Elements. In order to do this, the MSME must map all the Core Elements against:
 - a. Its own vision, mission, values and business success factors: Those that align with or contribute to these must be considered priority.
 - b. Laws and regulations: All Core Elements that are governed by a law or regulation, current or emerging, have to be prioritized.
 - c. Buyer/Customer codes: All codes adopted by buyers/customers, current and potential, must be studied and understood and those Core Elements that cover these requirements must be prioritized.
2. **Embedding Prioritized Core Elements:** All the prioritized Core Elements must then be integrated into the core business. This process has been detailed in Annexure 2. All MSMEs must set their ambitions at the Essential level but those that set themselves higher ambitions are likely to reap the benefits of this in the medium to long term.



Annexure 3:

Business Responsibility Reporting Framework

This annexure details the reporting framework associated with the National Guidelines for Responsible Business Conduct. It consists of three sections: (a) Section A – General Disclosures, covering operational, financial and ownership related information, (b) Section B – Management and Process Disclosures covering the structures, policies and processes to integrate the Guidelines, and (c) Section C – Principle-wise Performance Indicators covering how well businesses are performing in pursuit of these Guidelines. Care must be taken to identify measurable indicators and performance against each Core Element of each Principle detailed in Chapter 2.

Principal purpose of this reporting framework

The principal purpose of this reporting framework is to serve as an internal tool for businesses wishing to align themselves with the NGRBC. It should not be seen as a mandatory reporting format as that is the domain of a regulator or law.

The Performance Indicators in Section C are divided into two types – Essential Indicators and Leadership Indicators. All businesses irrespective of size, sector, or ownership structure, should be able to complete the Essential Indicators to consider themselves responsible at a base level – the extent to which they are able to complete this indicates how mature they are. The extent to which they can complete the Leadership Indicators indicates how far down the path to leadership they have reached; the data gaps identify Opportunities for Improvement.

Further, by comparing how much of this framework a business has been able to complete in the current year vis-à-vis the previous year, will help a company determine if it is on the path to leadership and whether the pace is in line with its ambition.

Of course, businesses may use this reporting

framework to voluntarily disclose their commitment to and performance against their economic, social and environmental impacts. A growing number of businesses are already doing this and are reporting several benefits, internal and external, as a result of their commitment to disclosure and reporting.

Annexure 5 provides a note on how this framework may be used as a tool by businesses to assess their alignment with the NGRBC.

Additional purpose of this reporting framework

While this reporting framework is not meant to be a mandatory reporting format, a design principle that was used in its development was that it can be adapted into one by any legitimate authority or regulator. This was done keeping in mind that there is an increasing trend globally to mandate greater transparency from all organizations that impact the society and the planet, something that SEBI also did when it mandated Business Responsibility Reporting against the NVGs in 2012.

Aggregate Reporting – Useful methodology for MSMEs in clusters

MSMEs can now imbibe a method of preparing an aggregate report, i.e. the result of applying the Aggregate Reporting (AR) methodology to combine data from individual units that belong in the same cluster (i.e. region/location) in order to create one collective sustainability report. The small enterprises of India can benefit from this reporting process, that can identify significant issues that may impact the business, and can lead to business benefits through the process of measurement, management and change. The methodology is outlined in the learning document for the project, “Scaling Up Sustainable Development of MSME”. A link to this learning document and examples of Aggregate Reports are in Annexure 2.

SECTION A: GENERAL DISCLOSURES

Company details

1. Name of the Company:
2. Year of registration:
3. Corporate Identity Number (CIN) of the Company (if applicable):
4. Corporate address, telephone, email and website:

Products/services

5. Sector(s) that the business is engaged in (industrial activity code):
6. Goods manufactured/services provided (top three by revenue):
7. Brands (top five by respective share of market owned and percentage of revenue contributed):

Operations

8. Location of plants (in case of manufacturing businesses)
 - a. National (Districts and states – top five by employee strength):
 - b. International (Country – top three by employee strength):
9. Location of major offices (in case of service businesses)
 - a. National (Districts and states – top five by employee strength):
 - b. International (Country – top three by employee strength):

Employees

10. Number of permanent employees:
11. Contractual employees (seasonal, non-seasonal):
12. Temporary employees:
13. Percentage of women:
 - a. On the Governance Structure:
 - b. In top management, i.e. business and function heads;

Associate entities

14. Names of subsidiary / associate companies;
15. Details of Trust/Society/Section 8 company to further its CSR agenda:
 - a. Names;
 - b. Organization form (Trust, Society, Company) and year of establishment;
 - c. Main objects/purpose;
 - d. Amounts and sources of funds received in the reporting year;
16. Contact details of Nodal Officer for this report (name, designation, email id, phone number).

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the Principles and Core Elements.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. Names of the policy / policies that covers each Principle									
2. Core Elements related to the Principle that the policy/ policies cover									
3. Policy/ policies relating to each principle that has been translated into guidelines and procedures									
4. Extent to which manpower, planning and financial resources have been allocated for the implementation of the policy/ policies relating to each Principle									
5. National and International codes and standards adopted mapped to various Principles									
Governance, leadership and oversight									
6. Names of the above policies that have been approved by the Board/top management									
7. Name of the specified committee(s) of the Board/ Director/Officer and processes to oversee the implementation of the policy/ policies									
8. The process for board/ top management to review performance against the above policies and incorporating inputs (100 words)									

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
9. Process for board/ top management to review compliance with statutory requirements of relevance to the Principles and rectify any non-compliances (100 words)									
10. Frequency of the reviews of the business's alignment with the Principles and Core Elements conducted by the board/ top management									
Stakeholder Engagement									
11. Description of the process to identify your business's key stakeholders (100 words)									
12. Description of the process to engage with your stakeholders on the Principles (100 words)									
13. Description of the processes to identify groups that are vulnerable and marginalized stakeholders (100 words).									
14. Description of the processes to identify issues related to inclusion and impact of adopting the Principles on vulnerable and marginalized stakeholders (100 words).									
Communications									
15. Description of process to communicate to stakeholders, the impact of your policies, procedures, decisions and performance that impact them (100 words)									
16. Description of how the business communicates the results of stakeholder engagement in the public domain (100 words)									
17. Description of the process of communicating performance against these Guidelines to relevant stakeholders (100 words)									
18. Note on how disclosures and reporting helped in improving business performance / strategy (50 words)									

If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The company has not understood the Principles									
The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified Principles									
The company does not have financial or manpower resources available for the task									
It is planned to be done within next 6 months									
It is planned to be done within next 12 months									
Any other reason (please specify)									

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

This section is aimed at helping businesses demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership". While the Essential level is expected from every business that has adopted these Guidelines, the Leadership level is expected of businesses which aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

PRINCIPLE 1

Essential Indicators	Leadership Indicators
Month/year of last review by Governance Structure/ top management of performance of the business across the Principles and Core Elements of the Guidelines? % Coverage of leadership team by awareness programmes on the Guidelines: - In reporting year - Total to date % of suppliers and distributors (by value), in the year: - Covered by awareness programmes for the Guidelines? - Had responsible/sustainable business policies in place? Number of meetings/ dialogues with minority shareholders that were organized in the year? Number of complaints received on any aspect of the NGRBC in the year from: - Shareholders/investors - Lenders Number of the above complaints pending resolution at close of year? Value of non-disputed fines / penalties imposed on your business by regulatory and judicial institutions in the year? Number of complaints / cases of corruption and conflicts of interest that were registered in the year? Details of unmet obligations (fiscal, social, etc.) arising out of any benefits or concessions provided by the central, state, or local governments (100 words).	% coverage of all employees by awareness programmes for the Guidelines: - In reporting year - Total to date % of suppliers and distributors (by value) covered by social and environmental audits: - In reporting year - Total to date Was report on responsible business conduct made, in the year: - As per mandatory/global reporting frameworks. - Available in the public domain. - Assured by a third party Details of non-disputed fines/penalties imposed on your business by regulatory and judicial institutions in the year available in public domain. Provide examples (up to three) of corrective action taken on the above fines/penalties imposed. Provide examples (up to three) of corrective action taken on the complaints / cases of corruption and conflicts of interest to prevent recurrence.

PRINCIPLE 2

Essential Indicators	Leadership Indicators
List top three goods /services (revenue in the year) which incorporate environmental and social concerns, risks, and/or opportunities in their design. Details of investments in specific technologies to improve the environmental and social impacts (top three by value). % of input material and services (by value), in the year, sourced from suppliers adhering to internal or external sustainability standards / codes / policies / labels. % of total raw material consumed in the year (by value) that consisted of material that was recycled or reused (provide details in 50 words): <5% - between 5% and 25%, > 25%. Describe the process in place to safely collect, reuse, recycle and dispose of your products at end-of-life (100 words)	- For goods and services that incorporated environmental and social concerns, give details of: - Resource use (energy, water, raw material) per unit produced in the year. - Reduction in resource use covering sourcing, production, and distribution in the year. - Sustainability standards/codes/ labels adhered to. - Product life cycle assessment completed. Information on the impacts of your products across the value chain communicated to: - To which stakeholder groups? - By which channels for each group? - At what frequency? Provide examples (up to three) on how the feedback received from stakeholders is used for improvements?

PRINCIPLE 3

Essential Indicators	Leadership Indicators
1. Complaints received on cases arising out of discrimination: - Number received in the year 2. Number of the above complaints pending resolution at end of the year? 3. % of permanent employees who are members of the employee association(s) recognized by the management? 4. % of your establishments / value chain that has been audited in the year for: - Child labour - Forced/involuntary labour 5. Number of cases of child labour in your establishments/ value chains identified to date: - Resolved - Pending resolution 6. Number of cases of forced / involuntary labour identified to date: - Resolved - Pending resolution 7. % of your employees that were paid above the legal minimum wage in the last year? 8. Ratio of the highest salary paid to the lowest salary paid amongst your permanent employees? 9. Number of cases of delay in payment of wages during the year: - Resolved - Pending resolution 10. Number of complaints related to harassment to date: - Resolved - Pending resolution 11. Number of the following occurred during the year: - Accidents at the workplace - Fatalities caused - Disability caused 12. % of employees (all categories) trained on health and safety issues and measures: - In the year - Total to date 13. % of employees provided training and skill upgradation: - In the year - Total to date	1. Categories of employees (list up to three) supported by affirmative action, and has there been any change from the previous year? 2. % of non-permanent employees that are linked to any standing platform/association 3. % of children identified as employed in your establishments / value chain that have been remediated: - In reporting year - Total to date 4. % of forced/involuntary labour identified in your establishments / supply remediated: - In reporting year - Total to date 5. % of your suppliers (by value) that paid minimum wages to their employees last year 6. Examples of steps taken (up to three) to prevent adverse consequences to the complainant in the case of harassment cases. 7. % of supply chain partners (by value) that were assessed for adherence to health and safety practices. 8. % of accident-affected persons integrated back into employment. 9. Describe the work-life balance issues (up to three) that were brought up by employees (100 words). 10. Examples (up to three) of identified work-life balance topics that have been implemented.

PRINCIPLE 4

Essential Indicators	Leadership Indicators
List stakeholder groups that have been identified as key to your business? Positions / departments / functions responsible for engagement with each stakeholder category identified above? Number of stakeholder groups that were formally engaged on environment and social issues in the last year? % of input material and services (by value), in the year, that were procured from local and small vendors / producers?	Frequency of engagement with each stakeholder group? Examples (up to three) of how the business has incorporated inputs from stakeholders. List of the vulnerable and marginalized groups in each stakeholder group. Examples of decisions and actions taken by the business to address the interests of vulnerable/marginalized groups.

PRINCIPLE 5

Essential Indicators	Leadership Indicators
% of employees that have been provided training on human rights issues: - In the year - Total to date Employee categories that are covered by the human rights policies of the business – Permanent/Contract/Casual. Number of business agreements and contracts with third party partners that were reviewed in the year, to avoid complicity with adverse human rights impacts in the previous year. Stakeholders groups governed by the grievance committee for human rights issues. Number of stakeholders that reported human rights related grievances and/or complaints: - Received in the year - Pending resolution	% of contractual employees and value chain partners that have been made aware / provided training on human rights issues: - In the year - Total to date External stakeholder groups and representatives that are covered by the human rights policies of the business? Stakeholder groups that have been made aware of the grievance mechanisms for human rights issues: - During the year - Total to date List (up to three) corrective actions taken to eliminate complicity with adverse human rights impacts in the last year. Provide (up to two) examples of a business process being modified / introduced as a result of addressing human rights grievances/ complaints. Provide details of the scope and coverage of any human rights due-diligence conducted during the year.

PRINCIPLE 6

Essential Indicators	Leadership Indicators
Material risks of potential or actual adverse impacts upon the environment and communities by the business: - Identified in the year - Mitigation and adaptation measures put in place for the above environmental risks? Good practices (up to three) in reduction, recycling, and reuse initiatives that contributed to lowering the adverse environmental footprint of your business activities. Examples of any collective action by your business with other businesses / NGOs / government agencies / international partners / development institutions undertaken to address any of the environmental risks opportunities identified above. Details of any adverse orders in respect of any show cause / legal notices from CPCB/NGT/SPCB received during the year.	Information on environmental impact assessments undertaken in the year: - Have the results been communicated in the public domain? - Provide details of any actions taken to mitigate any negative social impacts. - Risk management strategies and measures for each material environmental risk identified for the business: - Details of measures (100 words). - Targets and achievement values. Details of your specific contribution to India's Nationally Determined Contributions (submitted at UNFCCC COP21 in 2015) New businesses-products-services created to address the material environmental risks identified: - Information on businesses created (100 words) % of revenue contributed by these - Details of good practices cited in reduction, recycling, and reuse initiatives benchmarked against industry best practice (100 words).

PRINCIPLE 7

Essential Indicators	Leadership Indicators
Review public policy advocacy positions by the governance structure for consistency with Principles of these Guidelines: - Frequency - Month/year of last review. Names of trade and industry chambers and associations that you are a member/affiliate of. Details of any adverse orders received from regulatory authorities for anti-competitive conduct by your business. Monetary contributions (if any) that have been made to political parties.	- The public policy positions available in the public domain. Examples (up to three) of any policy changes in the past year as a result of your advocacy efforts. Details of corrective action for anti-competitive conduct, taken by the business based on adverse orders from regulatory authorities.

PRINCIPLE 8

Essential Indicators	Leadership Indicators
Social impact assessments of your business operations conducted: - Number completed in the year? - Number conducted by an independent external agency. - Examples of products, technologies, processes or programmes (up to three) that contribute to the benefit of the vulnerable and marginalized sections of society - With respect to projects during the year for which R&R is applicable: - Number of persons that were affected/displaced by these projects? - Gross amount paid out to project-affected and displaced persons? Grievances / complaints received from local community: - Number received during the year - Number pending resolution - Details of investments (top three by value) in regions which are underdeveloped (100 words). - Examples of goods and services (up to 3) that incorporate local traditional knowledge. - Details of adverse orders or judgments in intellectual property rights disputes related to traditional knowledge during the year (100 words). - Summary of the key themes covered by CSR initiatives (as per Section 135 of Companies Act 2013) or linked to the CSR Policy of the business (up to 100 words).	- With respect to these social impact assessments: - Results made available in the public domain - Details of any actions taken to mitigate any negative social impacts (100 words). Numbers benefitting from such beneficial products, technologies or processes. - With respect to projects during the year for which R&R is applicable: - Was the R&R package developed in consultation with project-affected people? - Information on gross amounts, made available in the public domain Channels/platforms used to communicate information regarding resolution of grievances / complaints from communities. - Examples (up to three) of economic and social value addition in these underdeveloped regions (100 words). - Examples where benefits of this local traditional knowledge being used by the business are shared with the community. Number of beneficiaries covered under your CSR projects (as per Section 135 of Companies Act 2013), disaggregated by the vulnerable and marginalized group categories. Examples of how the impact of your community initiatives contribute to local and national development indicators?

PRINCIPLE 9

Essential Indicators	Leadership Indicators
Examples (up to three) where adverse impacts of goods and services of your business have been raised in public domain. % by value of goods and services of the business that carry information about: - Environmental and social parameters relevant to the product. - Safe and responsible usage. Number of consumer complaints in respect of data privacy: - Received during the year. - Pending resolution. Number of consumer complaints in respect of advertising: - Received during the year. - Pending resolution. Number of consumer complaints in respect of delivery of essential services: - Received during the year. - Pending resolution.	Corrective actions taken on adverse impacts of goods and services of your business: - Details (100 words). - Communicated in the public domain. List of national-international product labels / certifications being used by the business. Channels/platforms where information on goods and services of the business can be accessed. Steps taken to inform and educate vulnerable and marginalized consumers about safe and responsible usage of products (100 words). - On complaints received in respect of data privacy and advertising, indicate what corrective actions were taken to ensure that these do not get repeated (100 words). - Processes in place to inform consumers of any risk of disruption/discontinuation of essential services (100 words).

Signature of the designated official responsible for this report.

Sd/-

Name:

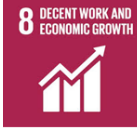
Designation:

Address:

Telephone number:

Email id:

Annexure 4: SDGs Mapped Against NGRBC

	P3, P4, P8		P2, P6, P7		P2, P6, P7, P8
	P2, P6, P7, P8, P9		P2, P3, P5, P8		P2, P6, P7, P8, P9
	P3, P6, P8		P3, P4, P8		P2, P6, P7, P8, P9
	P3, P8, P9		P2, P6, P7		P1, P3, P4, P5, P8
	P3, P4, P5, P8		P3, P4, P7, P8		P1, P7, P8
	P2, P6, P8		P2, P6, P9		★

The chart demonstrates the alignment between the SDGs and relevant Principles of the NGRBC. It may be noted that this is indicative.

Annexure 5: Business Case Matrix

The Business Case Matrix (BCM) is designed as a tool to map the business benefits of integrating these Guidelines. The BCM here highlights some significant benefits which may accrue to businesses from integrating the Principles from these Guidelines. This is not exhaustive and it is critical for each business to assess the benefits in their respective contexts.

Principle	Revenue growth and market access	Cost savings and productivity	Access to capital	Risk management/ license to operate	Human capital	Brand value/ reputation
1. Integrity, Ethics, transparency, accountability	New customers; Business partner of choice		Good governance practices are attractive to investors, banks, financial markets	Positively seen by communities, NGOs, local governments, regulators	Attract and retain quality employees	Positively seen by customers, regulators, media
2. Safe and sustainable goods and services	New customers; Customer loyalty	Efficiency gains in supply chain and production	Lower risk perception is attractive to investors and lenders	Reduced risk of action from regulators and consumer activists	Attract and retain quality employees	Enhanced brand value
3. Well-being of employees		Increased productivity; high morale; reduced absenteeism		Improved labour relations leading to less disruptions	Attract and retain quality employees	Employer of choice
4. Respect and responsiveness to all stakeholders	New customers; Customer loyalty	Efficiency gains across procurement, production distribution, after-sales	Good governance practices are attractive to investors and banks	Positively seen by stakeholders - communities, NGOs, governments, regulators	Attract and retain quality employees	Positively seen by customers, regulators, media
5. Respect and promote Human rights	Access to international capital and developed country markets	Enhanced productivity	Good governance practices are attractive to investors, banks, financial markets	Positively seen by communities and NGOs; Lower risk of non-compliance	Attract and retain quality employees	Positively seen by customers, regulators, media
6. Respect, protect and restore the Environment	Business partner of choice, especially for sustainability-oriented buyers	Lower operating costs in the long term; less danger of "externalities" emerging as liabilities.	Lower risk perception is attractive to investors, banks, financial markets	Positively seen by communities, NGOs, governments, regulators; Lower risk of non-compliance	Attract and retain quality employees	Positively seen by customers, regulators, media
7. Responsible and transparent policy advocacy				Positively seen by governments, regulators, NGOs		Positively seen by customers, regulators, media
8. Promote inclusive growth and equitable development	Potential for market expansion and acquisition of new customers	Lower costs of ensuring business continuity	Lower risk perception is attractive to investors and lenders	Enhanced governmental support to initiatives; improved relations with communities	Potential source of trained employees	Positively seen by customers, regulators, media
9. Provide value to consumer responsibly	New customers; Customer loyalty		Growth prospects attractive to investors	Lower risk of consumer action	Talent will be drawn towards growing firm	Customers perceive brand and firm favourably

Annexure 6:

Guidance for Businesses on Using the BRRF as a Self-Assessment Tool

The Business Responsibility Reporting Framework (BRRF) is a tool for businesses to assess how well-aligned they are to the National Guidelines for Responsible Business Conduct (NGRBC), and identify opportunities for improvement. This note provides guidance on how this can be done.

To begin with, it must be understood that there are two dimensions to alignment. The first may be referred to as “completeness”, which measures the extent to which the Principles and Core Elements are *tracked* by the business. The second, which may be referred to as “Ambition”, measures how evolved and challenging the performance targets that the business sets for itself are, and what to extent these are achieved.

Given the stage of evolution of the NGRBC, this tool focuses on the Completeness aspect of alignment.

Completing the BRRF

Each business must attempt to complete all the three sections of the BRRF. Sections A and B have indicators that all businesses are expected to complete. Section C has indicators divided into two categories – Essential Indicators and Leadership Indicators – the latter being those indicators, that companies which are more familiar and experienced in business responsibility and sustainability should be able to complete.

Once the business has completed this, it must identify all the specific questions and indicators that it has not been able to complete. This forms the basis for it to determine where it is in terms of completeness.

Assessing Completeness

The following grid can assist companies in knowing what is the level of completeness, High being the highest level of completeness and, Other, being the lowest. Businesses may choose to rate themselves against Section B on each of the Principles.

Section/Sub-section	High (20)	Medium (15)	Low (10)	Other (5)
Section B	All complete	Qs 1, 5, 7, 8 and ten of the others complete	Q 1 complete, Q 5 OR 7 OR Q 8 and seven of the others complete	Q 1 and five of others complete
Section C – Principles 1 to 9	All complete	All Essential and some Leadership complete	All Essential complete	Some but not all Essential complete
Overall	Above 180	150 – 180	120 – 180	Below 120

Businesses that wish to arrive at an overall score can do this by assigning scores to the level of completeness against each of the sections and sub-sections. As an example, scores for each of the completeness levels range from 20 for, High, and 5 for, Other, (and businesses are free to choose whatever score they want). Businesses that wish to arrive at an overall score can do this by adding the score for each of Section B and the 9 Principles of Section C. It is advisable to give equal weightages for each Principle since, as was stated earlier, all the principles are inter-dependent, inter-related and non-divisible.

Annexure 7:

Indian Laws and Principles (Indicative)

This annexure is only an indicative/suggestive mapping of each of the Principles against laws enacted in India.

Principles(briefs) List of Laws(indicative)	Principle 1 Integrity, Ethics, Transparency & Accountability	Principle 2 Safe and Sustainable goods and services	Principle 3 Well-being of Employees	Principle 4 Respect for and responsiveness to all stakeholders	Principle 5 Respect and Promote Human Rights	Principle 6 Respect, protect and restore the Environment	Principle 7 Responsible and transparent policy advocacy	Principle 8 Promote inclusive growth and equitable development	Principle 9 Provide value to consumer responsibly
Factories Act,1948	✓		✓		✓		✓		
Companies Act,2013	✓			✓			✓	✓	
Bureau of Indian Standards Act, 2016		✓					✓		✓
Prevention of Corruption Act, 1988	✓			✓			✓		
Trade Marks Act, 1999		✓					✓		✓
Patents Act, 1970							✓	✓	
Designs Act,2000		✓					✓		✓
Competition Act, 2002	✓						✓	✓	✓
Prevention of Money Laundering Act,2002	✓								
Right to Information Act, 2005	✓		✓	✓			✓		
Micro, Small and Medium Enterprises Development Act, 2006								✓	
The Lokpal and Lokayuktas Act, 2013	✓								
Industrial Disputes Act,1947	✓		✓		✓		✓		
Trade Union Act, 1956			✓	✓	✓		✓		
Plantations Labour Act, 1951			✓	✓	✓				
Equal Remuneration Act, 1976	✓		✓		✓				
Consumer Protection Act, 1986		✓	✓						✓
National Commission for Backward Classes Act, 2017			✓		✓			✓	
Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act,1995	✓		✓		✓		✓	✓	
Juvenile Justice (Care and Protection of Children) Act, 2000			✓		✓		✓		✓
National Commission for Minority Educational Institutions Act, 2004							✓	✓	
Commissions for Protection of Child Rights Act,2005			✓		✓		✓		
National Rural Employment Guarantee Act, 2005							✓	✓	
Protection of Women from Domestic Violence Act,2005					✓		✓		
The Scheduled Tribes and Other Traditional Forest Dwellers (Recognition of Forest Rights) Act,2006				✓	✓		✓	✓	
Protection of Human Rights (Amendment) Act,2006			✓		✓		✓		

Principles(briefs) List of Laws(indicative)	Principle 1 Integrity, Ethics, Transparency & Accountability	Principle 2 Safe and Sustainable goods and services	Principle 3 Well- being of Employees	Principle 4 Respect for and responsiveness to all stakeholders	Principle 5 Respect and Promote Human Rights	Principle 6 Respect, protect and restore the Environment	Principle 7 Responsible and transparent policy advocacy	Principle 8 Promote inclusive growth and equitable development	Principle 9 Provide value to consumer responsibly
Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013	✓	✓		✓	✓	✓	✓	✓	
The Scheduled Castes And The Scheduled Tribes (Prevention Of Atrocities) Act, 1989				✓	✓				
The Protection Of Women Against Sexual Harassment At Work Place Bill, 2010	✓			✓					
Environment(Protection) Act, 1986	✓	✓		✓		✓	✓		
Public Liability Insurance Act, 1991	✓		✓			✓		✓	✓
Biological Diversity Act 2002						✓		✓	
Hazardous and Other Wastes (Management and Transboundary Movement) Rules, 2016		✓				✓			✓
E-waste (Management), Rules, 2016		✓				✓			✓
Laws in 'Section A' (Labour Laws)			✓		✓		✓		
Laws in 'Section B' (Environmental Laws)		✓				✓	✓		✓
Laws in 'Section C' (Economic/ Finance Laws)							✓	✓	

'Section A'	'Section B'
Workmen's Compensation Act, 1923	Wildlife Protection Act, 1972
Children (Pledging of Labour) Act, 1933	Water (Prevention and Control of Pollution) Act, 1974
Payment of Wages Act, 1936	Water (Prevention and Control of Pollution) Cess Act, 1977
Industrial Employment (Standing Orders) Act, 1946	Air (Prevention and Control of Pollution) Act, 1981
Employees State Insurance Act, 1948	Forest (Conservation) Act, 1980– Amendments in 1988
Minimum Wages Act, 1948	National Environment Tribunal Act, 1995
Employees Provident Fund and Miscellaneous Provisions Act, 1952	National Environmental Appellate Authority Act, 1997
Maternity Benefits Act, 1961	Energy Conservation Act, 2001
Payment of Bonus Act, 1965	Coastal Aquaculture Authority Act, 2005
Contract Labour (Regulation & Abolition) Act, 1970	Special Economic Zones Act, 2005
Payment of Gratuity Act, 1972	
Bonded Labour System (Abolition) Act, 1976	
Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979	
Child Labour (Prohibition & Regulation) Act, 1986	
Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act, 1996	
Vishaka State of Rajasthan, (1997) 6SCC241	
'Section C'	
Essential Commodities Act, 1955	
Union Duties of Excise (Distribution) Act, 1979	
Central Excise Tariff Act, 1985	
Customs (Amendment) Act, 1985	
Taxation Laws (Amendment and Miscellaneous Provisions) Act, 1986	
Direct Tax Laws (Amendment) Act, 1988	
Foreign Trade (Development and Regulation) Act, 1992	
Securities and Exchange Board of India Act, 1992	
Customs and Central Excise Laws (Repeal) Act, 2004	
National Tax Tribunal Act, 2005	

Annexure 8: Resources

National Resources

1. A Guidebook for Biodiversity Management – IBBI and CII-ITC CESD
Insights on biodiversity and its links with businesses across seven major sectors.
(<http://www.sustainabledevelopment.in/uploads/pdf/1469421072IBBI%20BOOKLET%20FOR%20WEB.pdf>)
2. Affirmative Action for Scheduled Castes & Scheduled Tribes: A CII-ASSOCHAM Action Plan
Proposed concrete steps by Indian industry on affirmative action.
(<http://www.cii.in/PolicyAdvocacyDetails.aspx?enc=IFXLRvnZcDACwloqWArEXIcvuANvzgDxEE-JSWHB7rz5wGOZZgeDEwFRE76IKC5mfH1eO+UwMGUryNJwTMQk1Bg>)
3. Aggregate Reports – Samples from Ajmer and Punjab clusters
(<http://database.globalreporting.org/reports/view/35253> | <http://database.globalreporting.org/reports/view/35252>)
4. Constitution of India
(<https://india.gov.in/my-government/constitution-india/constitution-india-full-text>)
5. Corporate Governance in India @ 2016: Where Do We Stand - FICCI
A report on the state of corporate governance in India post introduction of Companies Act, 2013
(<http://ficci.in/spdocument/20739/Corporate-Governance-report-2016.pdf>)
6. Guidelines on Corporate Governance for Central Public Sector Enterprises
Issued by the Ministry of Heavy Industries and Public Enterprises in May 2010
(http://dpe.nic.in/sites/upload_files/dpe/files/gcgcpcse10.pdf)
7. Inclusiveness and Accessibility Index - FICCI
A Toolkit to promote Inclusiveness of Persons with Disabilities.
(<http://ficci.in/publication-page.asp?spid=20718>)
8. Indian Companies with Solutions that the World Needs: Sustainability as a Driver for Innovation and Profit - WWF & CII-ITC CESD
Report focusing on climate change and how businesses develop strategic responses.
(http://sustainabledevelopment.in/uploads/pdf/1445612272Indian_Companies_With_Solutions_That_the_World_Needs.pdf)
9. India's Nationally Determined Contribution
Intended contribution of India towards the international climate agreement signed at the UNFCCC Conference of the Parties (COP21) in Paris in December 2015.
(<http://www4.unfccc.int/submissions/INDC/Published%20Documents/India/1/INDIA%20INDC%20TO%20UNFCCC.pdf>)
10. IS 16010: Guidance on Good Governance by Bureau of Indian Standards
Standard specifies principles and governance structures for a value based management approach.
(<https://bis.gov.in/other/writeuponGG%20.pdf>)
11. National Action Plan on Climate Change
NAPCC, under the Prime Minister's Council on Climate Change, brings together the existing national plans on water, renewable energy, agriculture and others into a set of eight missions.
(http://www.moef.nic.in/sites/default/files/Pg01-52_2.pdf)
12. Scaling Up Sustainable Development Of MSME Clusters In India: Learning Document
(https://www.globalreporting.org/SiteCollectionDocuments/LearningDocument_SAI.pdf)
13. Stakeholder Engagement: Good Practice Handbook - IFC
Overview of good practices in stakeholder engagement, with a focus on groups that are "external" to the core operation of the business.
(http://www.ifc.org/wps/wcm/connect/938f1a0048855805beacfe6a6515bb18/IFC_StakeholderEngagement.pdf?MOD=AJPERES)

- 
14. The Companies Act, 2013
Base regulation for incorporation of a company in India including responsibilities of the Board, and, Section 135 on corporate social responsibility mandated for companies.
(www.mca.gov.in/Ministry/pdf/CompaniesAct2013.pdf)
 15. The Micro, Small and Medium Enterprises Development Act, 2006
Base regulation for promotion and development of MSMEs in India.
(<http://msme.gov.in/WriteReadData/DocumentFile/MSMED2006.pdf>)

International Resources

1. Beyond Supply Chains - Empowering Responsible Value Chains - World Economic Forum
Report on the case for and issues within sustainable supply chains of businesses
(http://www3.weforum.org/docs/WEFUSA_BeyondSupplyChains_Report2015.pdf)
2. Children's Rights and Business Principles
Guidance on how businesses can take action to respect and support children's rights
(https://www.unglobalcompact.org/docs/issues_doc/human_rights/CRBP/Childrens_Rights_and_Business_Principles.pdf)
3. Convention on the Elimination of all Forms of Discrimination Against Women (CEDAW)
UN International Treaty bill of rights for women
(<http://www.un.org/womenwatch/daw/cedaw/>)
4. Corporate Responsibility: Private Initiatives and Public Goals by OECD
Analysis of the results of an OECD fact-finding project on business approaches to corporate responsibility
(<https://www.oecd.org/daf/inv/corporateresponsibility/35315900.pdf>)
5. Developing Value by Sustainability and IFC
Report on identifying opportunities to increase profits by making progress on sustainability.
(http://www.ifc.org/wps/wcm/connect/84a59480488559ca842cd66a6515bb18/Developing_Value_full.pdf?MOD=AJPERES)
6. ISO 26000: International Standard
Guidance on how businesses and organizations can operate in a socially responsible way.
(<http://www.iso.org/iso/home/standards/iso26000.htm>)
7. Forging a path for business in the UN 2030 development agenda
Resources for businesses to map their initiatives within the UN 2030 development agenda including the SDGs.
(<http://www.businessfor2030.org/>)
8. Global Reporting Initiative (GRI) Standards
Guidance for businesses to prepare and publish sustainability reports as per the GRI Standards.
(<https://www.globalreporting.org/standards/>)
9. Linking the GRI Standard and the SEBI BRR Framework
(<https://www.globalreporting.org/standards/resource-download-center/linking-the-gri-standards-and-the-sebi-brr-framework/>)
10. ILO Declaration on Fundamental Principles and Rights at Work
Declaration commits Member States to respect and promote principles and rights in four categories
(<https://www.ilo.org/declaration/lang--en/index.htm>)
11. International Covenants on Civil and Political Rights and Economic, Social and Cultural Rights
Multilateral treaty adopted by the UN, committing its parties to work toward the granting of economic, social, and cultural rights.
(<http://www.ohchr.org/EN/ProfessionalInterest/Pages/CESCR.aspx>)

- 
12. International Integrated Reporting Council (IIRC) Guidelines
Guidance for businesses to prepare and publish an Integrated Report as per the IIRC framework.
(<http://integratedreporting.org/wp-content/uploads/2013/12/13-12-08-THE-INTERNATIONAL-IR-FRAMEWORK-2-1.pdf>)
 13. Natural Capital Protocol and Sector Guides - Natural Capital Protocol
Draft framework to help inform and support business decisions by including their impact on natural environment.
(<http://naturalcapitalcoalition.org/protocol/development/>)
 14. OECD Guidelines for Multinational Enterprises
Guidelines on recommendations addressed by governments to multinational enterprises for responsible business conduct
(<http://www.oecd.org/investment/mne/1922428.pdf>)
 15. Public Sector Roles in Strengthening Corporate Social Responsibility - World Bank
Report on roles that public sector agencies have played in providing an enabling environment for CSR.
(http://siteresources.worldbank.org/INTPSD/Resources/CSR/Taking_Stock.pdf)
 16. Social Capital Protocol - WBCSD
A collation of tools for businesses to measure and value their interactions with people and society.
(<http://www.wbcsd.org/SocialCapital.aspx>)
 17. Strengthening Implementation of Corporate Social Responsibility in Supply Chains – IFC
A World Bank commissioned study on barriers to the achievement of better sustainability performance in suppliers
(http://siteresources.worldbank.org/INTPSD/Resources/CSR/Strengthening_Implementatio.pdf)
 18. Towards Responsible Lobbying: Leadership and Public Policy - Accountability and UNGC
A study to understand how organizations influence goals of sustainable development through lobbying processes
(https://www.unglobalcompact.org/docs/news_events/8.1/rl_final.pdf)
 19. UN Guiding Principles on Business and Human Rights
Implementing the United Nations "Respect, Protect and Remedy" Framework
(https://www.ohchr.org/Documents/Publications/GuidingPrinciplesBusinessHR_EN.pdf)
 20. UN Guidelines on Consumer Protection
A set of principles for setting out the main characteristics of effective consumer protection legislation, enforcement institutions and redress systems
(<http://unctad.org/en/Pages/DITC/CompetitionLaw/UN-Guidelines-on-Consumer-Protection.aspx>)
 21. UN Guiding Principles Reporting Framework
Guidance for businesses to report on how they respect human rights
(https://www.ungpreporting.org/wp-content/uploads/UNGPRReportingFramework_2017.pdf)
 22. Universal Declaration of Human Rights
Adopted by the UN General Assembly as a common standard of achievement for all peoples and all nations.
(<http://www.un.org/en/universal-declaration-human-rights/>)
 23. UN Sustainable Development Goals
17 goals with 169 targets adopted by the UN as part of its sustainable development agenda and replacing the erstwhile Millennium Development Goals.
(<http://www.un.org/sustainabledevelopment/sustainable-development-goals/>)



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