

## BUSINESS RESPONSIBILITY REPORT

### Section A: General information about the Company

1. Corporate Identity Number (CIN) of the Company: L05190KA1921PLC036321
2. Name of the Company: Ingersoll-Rand (India) Limited
3. Registered address : 8th Floor, Tower D, IBC Knowledge Park, No. 4/1, Bannerghatta Main Road Bangalore - 560029 Karnataka
4. Website : www.ingersollrand.co.in
5. E-mail id : p\_r\_shubhakar@irco.com
6. Financial Year reported: 2017-18
7. Sector(s) that the Company is engaged as per Industry Classification Code:

Group (as per National Industry Classification Code – Ministry of Statistics & Program Implementation)	Descriptions
28132	Manufacture of other pumps, compressors, taps and valves etc.
33200	Installation of industrial machinery and equipment.

8. The key products/services that your Company manufactures/provides (as per balance sheet) are:

Sr. No.	Product
1	Manufacturing of Air Compressors
2	Manufacturing of spare parts and components
3	Installation and commissioning
4	Manufacturing of air accessories

9. Total number of locations where business activity is undertaken by your Company

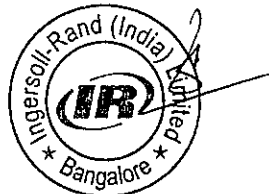
- a) Number of International Locations (Provide details of major 5) : Nil
- b) Number of National Locations : Manufacturing Facility 1  
: Sales offices 10

10. Markets served by your Company – Local/State/National/International

Ingersoll Rand (India) Limited has a pan-India presence to serve markets within India, exports to USA & Europe and also serves markets in Bangladesh, Nepal and Sri Lanka.

### Section B: Financial details of the Company

1. Paid up Capital Rs. 315.68 million
2. Total Turnover Rs. 6,252.51 million
3. Total profit after taxes Rs. 890.58 million
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%): 2.21%



5. List of activities in which expenditure in 4 above has been incurred as below:

Sl. No.	CSR project or activity identified	Sector in which the Project is covered	Projects or Programs Local Area	Amount spent on the projects or programs Direct expenditure on projects or programs overheads (INR)	Amount spent: Direct or through implementing agency
1.	Mobile Science lab, Science Center	Promotion of education	Delhi/ NCR	3,091,326	Agastya International Foundation
2.	Mid-day meals to underprivileged children	Eradication of hunger	Ahmedabad	4,014,335	The Akshaya Patra Foundation
3.	Mission education project	Promotion of education	Kolkata	697,100	Smile Foundation
4.	Skill Development project	Livelihood Enhancement Project	Delhi/ NCR	9,059,855	National Skill Development Fund
5.	Community Development Project - Environment Conservation	Ensuring environment sustainability	Gurgaon/ New Delhi	2,847,100	Uthaan
			<b>Total</b>	<b>19,709,716</b>	

**Section C: Other Details**

1. Does the Company have any Subsidiary Company/ Companies: No
2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s) : Not Applicable
3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with; participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%] : No



## Section D: BR Information

### 1. Details of Director/Directors responsible for BR

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

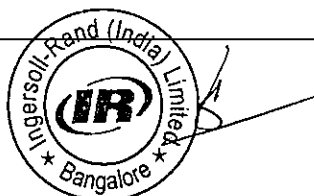
- DIN: 07574081
- Name: Mr. Amar Kaul
- Designation: Chairman & Managing Director

b) Details of the BR head

No.	Particulars	Details
1.	DIN Number (if applicable)	07574081
2.	Name	Mr. Amar Kaul
3.	Designation	Chairman & Managing Director
4.	Telephone number	91 124 6729000
5.	e-mail id	AKAUL@irco.com

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

No	Question	P 1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/ policies for	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy been formulated in consultation with the relevant stakeholders?	Yes								
3.	Does the policy conform to any national / international standards? If yes, specify? (50 words)	Yes. The spirit and content of the Code of Conduct and all the applicable laws and standards are captured in the policies. The policies are in compliance with the applicable regulatory requirements and international Standards.								
4.	Has the policy been approved by the Board? Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	The policies are noted by the Board. The Board authorises Senior Officers of the Company to authenticate the policies and make appropriate changes whenever necessary.								
5.	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Yes.								
6.	Indicate the link for the policy to be viewed online?	Following policies are available on the Company's internal network <ul style="list-style-type: none"> <li>• Business process controls</li> <li>• Environment, health and safety (EHS) policy</li> <li>• Human resources policy</li> </ul> Following policies/reports are available on the Company's website at <a href="http://www.ingersollrand.co.in">www.ingersollrand.co.in</a>								



		<ul style="list-style-type: none"> <li>• CSR policy</li> <li>• Whistle blower policy</li> <li>• Nomination and remuneration policy</li> <li>• Code of conduct</li> <li>• Dividend Distribution Policy</li> <li>• Policy on related party transactions</li> </ul>
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes. All the policies are communicated to internal stakeholders and are available on the internal network. Policies applicable to external stakeholders are available on the Company's website.
8.	Does the company have in-house structure to implement the policy/policies?	Yes. There is an in-house structure with clearly defined roles and responsibilities that are periodically reviewed under the Internal Risk Management Framework
9.	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	<p>The 24/7 Customer Support Center is used as a platform for both internal and external grievance handling by employees, customers, suppliers and other stakeholders worldwide. Anyone can just drop a mail or call on the toll free number and it acts as a single point of contact for all queries and complaints. This is a robust customer support service with -</p> <ul style="list-style-type: none"> <li>-90% of the calls answered within 15 seconds</li> <li>-Guaranteed response within one hour</li> <li>-100% of all inquiry / SR receive follow-up communication everyday</li> <li>-Average complaint closure tenure is 3.5 days which is Best In Class.</li> </ul> <p>In terms of the provisions of Section 177(9) of the Companies Act, 2013, the Company has implemented a vigil mechanism which includes implementation of the whistleblower policy. No employee has been denied access to the Chairman of audit committee. The Company in conjunction with the Legal and Ethics Team of its ultimate holding company has informed its employees that any non-compliant behavior of directors or employees, including non-compliance of its code of conduct, may be reported by them using the ethics hotline or ethics email id.</p> <p>Apart from that, for employees, there is one more tool to share their queries on the intranet – '<b>Ask The Leadership Team</b>' All the concerns reported on this are addressed through proper channels and if found to have merit, disciplinary action is taken.</p>
10.	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	No, your Company has not carried out independent audit of the policies. The Internal Audit team periodically looks at the implementation of the policies.

- a) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options) Not applicable as Ingersoll Rand has policies in place for all the 9 Principles



### 3. Governance related to BR

- a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year:

The BR performance is reviewed 'Annually' by Chairman & Managing Director.

- b) Does the Company publish a BR or a Sustainability Report? :

Ingersoll Rand (India) Limited does not publish BR or a Sustainability Report.

### Section E: Principle-Wise Performance

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

1. Ethics, transparency and accountability are the basic pillars on which the compliance ecosystem of your Company is built. The policy relating to ethics, bribery and corruption cover the company and it extend to the Group/ Suppliers/Contractors/NGOs

Ingersoll Rand is committed to winning business only on the merits, based on the value proposition of the Company's brands and the superiority of its product and service offerings. Therefore, and consistent with our core values, the Company prohibits its Dealers & Business Partners from engaging in bribery, which also violates many Anti-Corruption and Bribery laws.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

None.

#### Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.
- a) For some rotary screw compressors frames are supplied with biodegradable lubricant patented as Ultra EL Coolant
  - b) Variable frequency drive compressors have introduced with brand as Nirvana with HPM motor and inverter grade motor to help to save power
  - c) Next Generation R series compressors are introduced which help to save power.
2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional):



- a) Ultra EL– Containing polyoxyalkylene glycol, a pentaerythritol ester and other components.
- b) Power savings up to 11% by using Nirvana (for 70%-30% duty cycle, 8000 hours)
- c) Next Generation R series compressors deliver 15% improved efficiency and 16% greater airflow capacity.
- d) Reduction during usage by consumers (energy, water) has been achieved since the previous year?  
Customers using Next Generation R series compressors achieved power savings of 15% compared to standard compressor.

3. Does the company have procedures in place for sustainable sourcing (including transportation)? Yes

Ingersoll Rand’s Business Partner Code of Conduct applies to all entities doing business with us and communicates our expectations that our Business Partners will practice the highest legal, moral, and ethical standards when conducting our affairs. This Code holds our Business Partners the same high standards to which we hold ourselves & is part of our standard PO Terms & conditions as well.

Ingersoll Rand’s Business Partner Code of Conduct outlines our:

- Sustainability vision and core values
- Employee code of conduct linkage
- Expectation that business partners will address:
  - legal requirements
  - anti-discrimination
  - wages and benefits
  - child & forced labor
  - freedom of association
  - human rights
  - health and safety environment
  - antitrust and competition laws
  - anti-corruption and bribery
  - global trade compliance
- Commitment to Business Partners
- Process for resolving ethics issues

Each year, Ingersoll Rand surveys its supply base around key sustainability issues. While some questions may change from year to year, others remain the same – for example, we request that our suppliers reaffirm their adherence to our Business Partner Code of Conduct. This survey is a cornerstone of the Procurement response to the annual Dow Jones Sustainability Index submission from Ingersoll Rand, and allows us to better understand environmental and social risks within our supply base. We provide products and services that help customers



reduce their energy use and greenhouse gas emissions, and therefore help minimize the effects of climate change. At the same time, we are working to reduce the energy footprint of our own operations

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

Yes.

- a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

79% of our third party purchasing spend is through Local suppliers within India out of which approx. 40% is procured through MSME companies. Ingersoll Rand is committed to grow small & medium scale entrepreneur based companies subject to they qualifying and meeting our standards on QCD. Ingersoll Rand India reviews periodically and identify further opportunities to convert Import spend to Localization & also provide opportunities to small & medium scale suppliers to engage with our Engineering & design teams to derive product solutions which can help business mutually.

5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

**Ingersoll Rand has taken Initiatives to reduce water usage in manufacturing facility:**

- a) At the plant, the testing water is send back to the source after testing of machines. It's re-use of raw water
- b) Installed auto shut off taps to save water wastage.
- c) Reusing RO wastage water for cleaning utensil in canteen
- d) Installed ZLD treatment for sewage treatment plant and approx. 15 KL treated water is being recycled for various applications within premise.

**Principle 3: Businesses should promote the wellbeing of all employees**

1. Please indicate the Total number of employees.

Your Company has 694 employees (excluding contractual) as on 31<sup>st</sup> March 2018.

2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.

A total of 50 employees were hired on contractual basis during this period.

3. Please indicate the Number of permanent women employees.

10 Women Employees

4. Please indicate the Number of permanent employees with disabilities



None. But our Progressive, Diverse and Inclusive culture provides working opportunities to have people from different backgrounds.

5. Do you have an employee association that is recognized by management?

Yes.

6. What percentage of your permanent employees is members of this recognized employee association?

All the Permanent Associates (hourly) of our manufacturing plant are members of this association w.r.t the above mentioned total headcount.

7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

No	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
1.	Child labour/forced labour/involuntary labour	None	None
2.	Sexual harassment	None	None
3.	Discriminatory employment	None	None

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

- a) Permanent Employees
- b) Permanent Women Employees
- c) Casual/Temporary/Contractual Employees

We have the frame work of 70:20:10 model for the employee development and these development needs are being identified during the objective setting of the year and PIP (performance improvement plan). In the addition to the induction training during the last year training was conducted on EHS and training was also conducted on competency development & career development by T&OC from 1<sup>st</sup> January 2018 to 30<sup>th</sup> September 2018.

**Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.**

1. Has the company mapped its internal and external stakeholders?

Yes. Ingersoll Rand has mapped its internal and external stakeholders in a structured way and carries out engagements with our investors, employees, customers, suppliers, business partners, civil society organizations, etc. Ingersoll Rand identifies the interests of its internal stakeholders like employees through employee engagement surveys and other periodic worker settlement reviews. The external stakeholders are mapped through various sales and





marketing activities such as trade shows, customer contact programs, channel partner meets, trainings, technology days, etc. The company reaches out to the stakeholders at AGMs and press releases. Ingersoll Rand also commits to Government initiatives like Smart Cities, Make in India, Swachh Bharat. It participates in the events organized by trade associations and contributes by providing inputs when requested.

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

**Mentioned in Principle-8**

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

**Mentioned in Principle-8**

#### **Principle 5: Businesses should respect and promote human rights**

1. Does the policy of the company on human rights cover only the company or extend to the Group/Suppliers/Contractors/NGOs/Others?

Covers everybody

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

None

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

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Suppliers/Contractors/NGOs/others.

Ingersoll Rand has laid down Environment, Health and Safety standards that all plants & service sectors must adhere to. The company aims to achieve excellence level in environment sustainability, health management and best work place safety throughout the business.

2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.

Ingersoll Rand advances the quality of life by creating comfortable, sustainable and efficient environments. Our people and our family of brands—work together to enhance the quality and comfort of air in homes and buildings; transport and protect food and perishables; and increase industrial productivity and efficiency. We are a global business committed to a world of sustainable progress and enduring results

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



At Ingersoll Rand we have great opportunities for growth through customer focused innovations that improve the quality of life and our environment, including many that advance sustainable business practices. We provide products and services that help customers reduce their energy use and greenhouse gas emissions, and therefore help minimize the effects of climate change. At the same time, we are working to reduce the energy footprint of our own operations. Ingersoll Rand has rolled out business operating standards that all plants must implement which has number of key EHS elements as mentioned below;

- Must adhere local and legal requirement
  - Identification of environmental key challenges and its solution
  - Identification of EHS opportunity to grow sustainable environment
  - Adhere best work place safety practices
4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

We don't have clean development Mechanism projects. But we strive for continual improvement in our products, services and processes, and in the value we provide to our customers, employees and the communities we serve. We embrace sustainability as a catalyst for business growth and innovation. Ingersoll Rand's Center for Energy Efficiency and Sustainability (CEES) works collaboratively with our businesses to address global issues that impact energy, food and water by providing sustainable solutions, product stewardship and supporting initiatives that deliver results

5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

Ingersoll Rand commitment towards clean technology and energy efficiency is not limited to the design of new products but extends to the manufacturing plants as well.

This year we have taken additional initiative for improving energy efficiency & reduction power consumption in manufacturing facility which help to reduce 3% power consumption in totality.

**Initiatives to reduce energy in manufacturing facility.**

1. Installation of 60 No's of LED tube light in R&D lab. And Reduced 250 KWH monthly with improved illumination and working life
2. Installation of new crane with VFD to save energy and improve performance in plant 4 (service unit)
3. Old Panel & Emergency LDB at T 30 has been replaced with new panel with upgraded switch gear with LOTO provision with Individual Energy Meter to have better understanding for Consumption
4. Installation of 45 no's of 80 watt LED lights enclosure installed instead of 250 KW MH lights without effecting the illumination in warehouse area & 1350 KWH monthly basis



5. Installation of 75 no's of 36 Watt Phillips LED instead of conventional PL 72 Watt. So reduced 450 KWH monthly basis. At T 30 F, N, SS , T line assembly area
6. Installation of Flame proof LED lights in T30 & LRBU paint booth of 14 nos.
7. Shutdown standard work implemented across plant as part of Strategic A3 on Power Saving.
8. Rotary MIS & LIS TEST cell , 45 KW ventilation system integrated in test cell auto programming to avoid wastage in each test cell
9. Arc flash study completed for whole plant for Tripping circuit optimization for electrical safety
10. Installed 30 HP VFD 4 No's for HP test bed in SCBU testing line
11. Installed ZLD system for STP treated water to re-use of water & started using 15 KL daily
12. Cross functional MIS sharing for Consumption has been started to have continuous watch over energy consumption
13. QRC coupling has been installed in T 30 assembly area to avoid leakages from Compressed Air connection
14. DC tool installed at F Line in T30 SCBU line for better & accurate torque and eliminate compressed Air for torque
15. Optimized HVAC timing & setting for seasonal effect & started shut off during tea & lunch break.
16. SCBU paint booth temperature interlock done with heating system to optimize gas consumption
17. Energy meter Installation done for rotary ventilation system
18. Air curtain being installed for canteen to shop floor area for to prevent cooling loss prevention
19. Machine testing time optimization done with Centac & load balancing carried out to manage the electrical demand during production hours
20. All fire door bottom wiper strips installed for prevention of cooling loss

**Initiatives to reduce water usage in manufacturing facility.**

- a. Installed auto shut off taps to save water wastage.
- b. Reusing RO wastage water for cleaning utensil in canteen



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

The company is in compliance with applicable EHS laws & regulations.

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

There was no EHS legal notice in the year.

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

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:
  - a) CII
  - b) American Chamber of Commerce
2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

Yes, we participate in seminars, conferences organized by these associations.

**Principle 8: Businesses should support inclusive growth and equitable development**

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

At Ingersoll Rand, we are committed to good corporate citizenship and believe that advancing the quality of life requires taking an active role in addressing the social issues impacting our company and communities. We, at Ingersoll Rand are committed to innovation, building superior technology and dedication to corporate citizenship and sustainability.

Through our innovations and dedication to corporate citizenship and sustainability, we seek to create a positive impact on societies throughout the world. At Ingersoll Rand, we stand for the highest standards in ethical business practices and sound governance and this has helped us build trust with the society within which we operate. Ingersoll Rand has a long and proud history of supporting the good works of philanthropic organizations in the countries where it operates. Each year, Ingersoll Rand contributes both time and financial support to the communities in which we live and work. We will continue to align our philanthropy and community outreach efforts with our core business strengths.

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

Ingersoll Rand works with External NGO Partners to execute CSR project. As per our CSR policy, our initiatives focus on sustainability, providing education, healthcare & sanitation and livelihoods.



Promoting Science Education with Agastya Foundation:

- Science Centre at Govt. Model Sanskriti Senior Secondary School, Sushant Lok, Gurgaon
- Mobile Science Lab in Naroda, Gujarat.

Mission Education with Smile Foundation:

- Providing quality education to 200 children from remote, urban and semi urban areas of Kolkata

Meeting nutritional requirements and promoting education with Akshaya Patra:

- Supported 6,500 children covering 33 schools in Ahmedabad, Gujarat by feeding wholesome and nutritious mid-day meals on 150 school working days in the academic year 2017-18

Supporting Government's Skill India Mission

- Working closely with National Skill Development Corporation (NSDC) to provide employment to 430 youth including 210 women in the manufacturing, automotive and healthcare sectors.

Community Development

- Partnered with Uthaaan NGO to adopt four high traffic zones in Gurgaon, Haryana for tree plantation and maintenance to offset the negative impact of air pollution and climate change.

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

**Impact number below:**

**Agastya Science Centre:** Ingersoll Rand's Science Centre in Gurgaon shifted to another school this year targeting a new pool of student and teacher beneficiaries. The new location of the Science Centre has expanded our reach to include 10 new schools with over 2,500 unique students. At the close of the project, the Science Centre is expected to generate 16,000 student exposures and 150 teacher exposures.

**Agastya Mobile Science Labs:** Our MSL in Naroda successfully covered 22 school generating unique exposures for 4,220 students and 245 teachers. Four science fairs were conducted and 110 Young Instructors demonstrated scientific phenomena. The Science fairs and summer/ winter camps benefitted 75 teachers and delivered 25,500 students exposures.

**Smile:** 200 children benefitted through the program and showed regular attendance and retention at school, overall improvement in the health status, and increase in confidence for better quality of life.

**Akshaya Patra:** The organization has supported 6,500 children covering 33 schools in Ahmedabad, Gujarat by feeding wholesome and nutritious mid-day meals on 150 school working days in the academic year 2017-18.



### Supporting Government's Skill India Mission:

- Working closely with National Skill Development Corporation (NSDC) to provide employment to 430 youth including 210 women in the manufacturing, automotive and healthcare sectors.

### Community Development:

- Partnered with Uthaan NGO to adopt four high traffic zones in Gurgaon, Haryana for tree plantation and maintenance to offset the negative impact of air pollution and climate change.

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

- The Company spent INR 19.70 million during the year 2017-18
- Details of projects: Refer Sl. No. 5 of Section B of this report.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

- Our vision is to advance the quality of life through our social commitments to help build healthy, sustainable, efficient and educated communities. Through our efforts, our mission is to create a meaningful difference in people's lives and help to create a positive impact on communities in India.
- We continue to work towards building a sustainable society around us. We believe in collaborating with and converging the resources of the government, private sector, social enterprises and the communities through Public-Private-Partnership approach to deliver solutions that will improve lives.
- We have a thorough process to identify and evaluate partners who will help us initiate implementation of our projects on ground to deliver a comprehensive solution to improve the living standards of the societies where Ingersoll Rand operates. We continue to use a robust process to evaluate and bring on board like-minded stakeholders who will partner with us in achieving our CSR goals through effective programs and implementation to have a lasting impact on the communities we work with.
- Impact of our programs is given under Sl. No.3 above.

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

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

None



2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks(additional information)

Yes. Ingersoll Rand adheres to all applicable laws and regulations on product labelling. Safety Marking & Operating Instructions (if applicable) are included in labeling. All products are branded with Ingersoll Rand logo. Product details (specifications etc.) are listed on the name plate

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

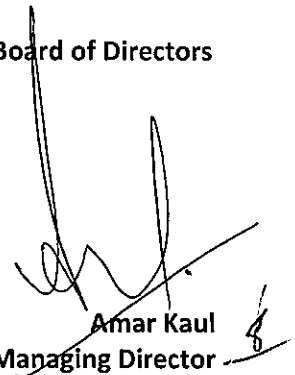
No.

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

Yes. FY 2018 also saw a significant improvement in the CSI (Customer Satisfaction Index) for our distributors as well as direct customers. Continuous improvement in the areas of parts fulfillment, service response time is enabling positive customer feedback and satisfaction with our offerings and customer service levels.

For and on behalf of the Board of Directors



  
Amar Kaul  
Chairman & Managing Director

New Delhi, November 2, 2018