



## **SRK's handbook for Employee Wellbeing**

In the heart of Shree Ramkrishna Exports (SRK) lies a deep commitment to the well-being of our people. Led by our visionary leader, Govindkaka, who views each member of our organization as an integral part of the family, we take pride in fostering a work environment that goes beyond mere professional relationships. Kaka's dedication is not confined to the boardroom; it extends to providing support on financial, emotional, and social fronts.

### **Health and Wellness Programs**

One of the pillars of this commitment is reflected in our robust health and wellness initiatives. Recognizing the paramount importance of physical health, we've implemented Employee Assistance Programs (EAPs) focused on Mediclaim Policies, further solidifying our stance that a healthy employee is a happy and productive one. This augments our intentions we place on our people's overall well-being.

Our egalitarian approach to well-being is perhaps best exemplified by the togetherness that permeates our dining spaces. At SRK, the management and workforce from all levels converge in the same canteen, breaking bread together. This shared experience not only inculcates a sense of unity but also reinforces the idea that we are more than just colleagues—we are a family. Regular audits of our ISO certified canteen and kitchen ensure that the food served is of the highest quality, reflecting our commitment to the physical health of our extended family.

Understanding that life's uncertainties can be daunting, we have instituted a Comprehensive Group Term Life Insurance coverage, offering financial protection to our people and their families. This initiative goes beyond the professional realm. As the entire process is carried with due diligence ensuring the righteous nominee receives the benefit without any hassle and at ease during a period of forlorn.

Physical fitness is not just a personal choice but a company-wide endeavour. Our wellness initiatives include state-of-the-art Gym and Sports facilities, providing our people with opportunities to prioritize their health and well-being actively. These facilities foster a culture where employees feel empowered to take charge of their health journey beyond work hours.

We've taken health care a step further with In-house Occupational Health Center (OHC) that encompass emergency ambulance services, medical facilities, and clinics within the company establishment. This ensures that health care an immediate and accessible resource for our employees.

Mental health is a priority, and we've established open channels for our people to discuss any stress they may be facing. The Human Capital Department serves as a support system, making it clear that no concern is too small to address.

Recognizing the effects of burnouts on employee's health, we've incorporated a Game Zone where employees can unwind during work hours. This space is not just for recreation; it's a reflection of our understanding that a relaxed mind is a productive mind.

### **Work-Life Balance**

In the fast-paced world of the natural diamond industry, where precision and creativity intertwine, we understand the importance of maintaining a proper work-life balance. Thus, we proudly uphold a robust policy that ensures our diamond artisans and office staff have the opportunity to savor life beyond the intricacies of their work.



Twice annually, we offer a distinctive and generous Vacation period, comprising 20 days of Diwali vacation and 10 days of summer vacation. This extended time off is not just a mere break; it's a deliberate investment in the well-being and happiness of our team members.

The 20 days of Diwali vacation are more than just a respite during the festival of lights. It's an acknowledgment of the cultural significance of Diwali in the lives of our people. This extended break allows them to immerse themselves fully in the festivities, creating lasting memories with family and friends. It's not just about stepping away from the workplace; it's about embracing life's celebrations with the same passion and commitment that they bring to their craft.

Similarly, the 10 days of summer vacation offer a welcome break during the warmer months. Whether it's a leisurely family vacation, a quiet retreat, or simply time spent pursuing personal passions, these days are designed to provide our team members with the opportunity to recharge and reconnect with what matters most to them. We believe in fostering an environment where our team members not only excel in their professional capacities but also lead fulfilling lives outside of work.

### **Professional Development**

In our journey as a leading natural diamond crafting and exports company, SRK's roots values employees as family. We firmly believe that an investment in the growth and skills enhancement of our 6000+ family members, which includes both our esteemed diamond artisans and dedicated office team, is an investment in the enduring success of our company.

Annually, we roll out comprehensive Training and Development programs that go beyond the conventional boundaries of skill enhancement. These programs are meticulously designed to elevate individual competencies. We recognize that the natural diamond industry is dynamic, and staying at the forefront of technological advancements and industry trends is crucial for sustained excellence.

Our commitment to professional development is manifested in the vivid opportunities we offer for skills enhancement and career advancement. Whether you're a seasoned diamond artisan or an administrative professional in our office, we ensure that every member has access to avenues that contributes to personal and professional growth. From specialized workshops conducted by industry experts to mentorship programs that provide valuable insights, we leave no stone unturned in empowering our workforce to ascend the ladder of success.

For our diamond artisans, we provide specialized training in the latest crafting techniques, ensuring that they stay ahead of industry standards. Simultaneously, our office staff is offered programs that range from leadership development to cutting-edge technology training, aligning their skills with the ever-evolving demands of their roles.

The notion of family extends beyond the workplace, and we take pride in being facilitators of career aspirations. Career advancement is not just a possibility; it's a reality for every family member within our organization. Through structured career paths, transparent performance evaluations, and opportunities for cross-functional experiences, we pave the way for our team to not only envision but actively pursue their professional goals.

This commitment to professional development is not just a reflection of our dedication to excellence; it's a recognition of the fact that the collective growth of our family members is linked to the prosperity of our company.



## **Community Engagement and Volunteering and Rewards & Recognition**

At the core of our identity as the leading diamond crafting and exports company lies a commitment to extending our impact beyond the confines of our operations. We actively contribute to community development and foster a spirit of giving within our organization.

We actively support our people to participate in community projects and partnerships, often in joint collaboration with our philanthropic arm, SRK Knowledge Foundation (SRKKF). This collaborative effort ensures that our team members are not just contributors to the company's success but integral participants in initiatives that positively impact the communities we serve. Whether it's supporting local schools, environmental conservation projects, or healthcare outreach programs, our team is encouraged to be the change they wish to see in the world.

Beyond the corporate realm, our Annual Company's Cultural Events, such as Utsaah, Navratri Celebrations, and Cricket Tournaments, serve as platforms for workforce engagement while fostering a sense of community. These events are not just about competition and celebration; they are avenues through which our people connect with each other, fostering a spirit of camaraderie that extends beyond the workplace.

Our commitment to people well-being and community engagement transcends geographic boundaries. We believe in the rejuvenating power of spiritual and cultural experiences, and to this end, we organize the Company's annual pilgrimage—a fully funded trip to Haridwar and Rishikesh for our employees. This not only provides a unique opportunity for spiritual reflection but also strengthens the bonds within our organizational family.

Recognizing the importance of holistic well-being, we ensure that our team members and their families are actively involved in various initiatives. Regular spiritual sessions are organized for them, offering a space for personal growth and reflection.

Our commitment to community engagement isn't confined to the workplace; it extends to moments of leisure and recreation. Yearly picnics and outings bring our team members closer to each other, creating opportunities for them to relax and unwind in a supportive and fun-filled environment.

In essence, our dedication to community engagement and volunteering is not just a corporate responsibility; it's a reflection of our belief in the transformative power of collective action.

## **Safety and Wellbeing**

At the heart of our company is a strong commitment to maintaining and upholding proper safety and well-being practices. Our ethos revolves around our quadruple bottom line approach, which sets us apart from industry players, emphasizing that success is not just about economic gains but about creating a positive and sustainable impact on people, the community, and the planet.

The cornerstone of our commitment is reflected in our approach to the workplace environment. SRK has consistently prioritized the well-being of its workforce by implementing green building initiatives, ensuring that our diamond crafting facilities meet the highest standards of environmental sustainability and also provide a conducive and healthy atmosphere for our team members. Our world-class working conditions include air-conditioned workstations, proper lighting, and ample seating space, creating an environment where our people thrive both professionally and personally.

Hygiene is of paramount for us, reflecting our dedication to creating a safe and healthy workplace. We believe that a clean and hygienic work environment is not just a necessity but a fundamental right of our team.



During challenging times, such as the recession in 2008-2009 and the COVID-19 pandemic in 2020, we stood by our people, ensuring their well-being was prioritized. SRK was applauded by the industry for not laying off a single employee during these critical periods, showcasing our resilience and commitment to our workforce. We took binding steps imperative for providing extra health care to our employees during tough times.

We extend our care to all members of our workforce, including contract workers, by providing social security measures. This inclusivity is a testament to our commitment to being a generous and caring employer in the region.

In addition to these overarching principles, we prioritize occupational health and safety through robust programs such as Blood Donation Camps and annual medical check-ups. Our commitment to safety is further underscored by adherence to international standards like ISOs, ensuring that our practices align with the highest benchmarks.

Regular safety training and drills are an integral part of our culture. Fire safety drills and first aid training are conducted regularly to ensure that our workforce is well-prepared to handle any unforeseen circumstances. This proactive approach is not just a legal requirement but a reflection of our genuine concern for the well-being of our employees.

In essence, SRK has effectively balanced social responsibility, people well-being, and environmental goals with the profitability of the business. Through our commitment to safety and well-being, we are not just crafting natural diamonds; we are building a legacy of excellence, resilience, and genuine care.

### **Environmental Initiatives**

We believe in not only crafting exquisite natural diamonds but also ensuring that our operations are environmentally responsible and contribute positively to the planet. Here's a closer look at the environmental initiatives we are actively pursuing with our employee's support:

**1. Team Involvement in Sustainability Projects:** We understand that nurturing a culture of sustainability requires the active participation of every member of our organization. To achieve this, we encourage and facilitate team members' involvement in Sustainability Projects, by tapping into diverse perspectives but also foster a sense of shared responsibility. Whether it's tree planting drives, waste reduction campaigns, or energy conservation efforts, our people actively contribute to making a positive impact on the environment.

**2. #NetZeroBy24 Commitments:** Our environmental initiatives extend beyond mere compliance; we are dedicated to making a substantial impact. We will be achieving Net Zero for both of our diamond crafting facilities by 2024. From implementing energy-efficient practices in our operations to exploring renewable energy sources, we are actively working towards mitigating our environmental impact and aligning our business with a sustainable future.

**3. State-of-the-Art Infrastructure with LEED Platinum Certifications:** We take pride in our commitment to eco-friendly practices, and this is reflected in our State-of-the-Art Infrastructure. Our facilities boast LEED Platinum Certifications from the U.S. Green Building Council (USGBC). This prestigious certification signifies that our buildings meet the highest standards of sustainability, energy efficiency, and environmental responsibility. From utilizing green construction materials to optimizing energy and water usage, our infrastructure sets a benchmark for environmentally conscious design and operation within the industry.

In essence, our environmental initiatives go beyond token gestures; they are a reflection of our profound commitment to being responsible stewards of the planet.



## **Communication and Feedback Channels**

We at SRK have a people centric work culture, as evident in our emphasis on mutual respect regardless of designation and stature.

Here's a concise overview of our robust communication and feedback channels:

### **Open-Door Policy:**

At our company, communication is not just top-down; it's a two-way street. We have an Open-Door Policy that encourages our people to communicate freely with their line managers and senior management. This approach ensures transparency, accessibility, and a culture where ideas and concerns can be shared without barriers.

### **Suggestion Box Policy:**

We actively seek the input of our team members through a Suggestion Box Policy. This platform provides a structured avenue for them to share their ideas, suggestions, and feedback. All these suggestions are taken into consideration and requisite action is taken to mitigate it in.

### **In-House HELP DESK Provision:**

Understanding that team often need assistance beyond the workplace, we have implemented an In-House HELP DESK Provision. This unique feature aids our people in obtaining essential documents such as driving licenses, PAN cards, UID, voter IDs, passports, visas, as well as children's school identification and admission. This service reflects our commitment to supporting our people beyond the realms of work-related matters.

The primary requisite for a mental health correspondence is to listen, to get heard. Keeping these basics into consideration, we have designed our communication and feedback channels. This optimises clarity and takes away the burden of mental stress.

## **Fair Wage Administration**

At SRK, we pride ourselves on our fair compensation practices and perks designed to prioritize the well-being and satisfaction of our valued team. Our commitment is evident through regular compensation reviews, conducted annually alongside comprehensive appraisals, ensuring that our people are fairly rewarded for their dedication and contributions. As a company that values holistic well-being, we go beyond the conventional by offering a Complimentary Food & Beverage facility, surpassing the standard compensation package. Our ISO-certified kitchen ensures that our people enjoy nutritious and delightful meals. Furthermore, we extend our support by assisting them in claiming financial benefits from eligible Labour Welfare Programmes issued by the Government.

The comprehensive array of employee welfare initiatives within our company extends far beyond physical health; it forms a robust groundwork for nurturing mental well-being. By weaving together support systems, stimulating a familial atmosphere, and prioritizing work-life balance, we're sowing the seeds for a resilient, fulfilled, and mentally healthy workforce. Our commitment to professional development, community engagement, safety practices, fair compensation, and environmental sustainability all intertwine to create an environment where every team member feels valued, supported, and empowered. These collective efforts of our organization serve more as a community that genuinely cares for and champions the mental wellness of each individual within it.