

July 17, 2022

1. Department of Corporate Services BSE Limited, Floor 25, P J Towers, Dalal Street, Mumbai – 400 001, Scrip: 532478 National Stock Exchange of India Limited Exchange Plaza, Bandra Kurla Complex Bandra (East), Mumbai – 400 051, Scrip: UBL

Dear Sir,

Sub: Compliance with Regulation 34(2f) of Securities and Exchange Board of India (Listing Obligation and Disclosure Requirements) Regulations, 2015

In compliance with the requirement under Regulation 34(2f) of the Securities and Exchange Board of India (Listing Obligation and Disclosure Requirements) Regulations, 2015, we enclose herewith copy of Business Responsibility and Sustainability Report for the financial year ended March 31, 2022, as per new reporting framework released by the Securities and Exchange Board of India pursuant to SEBI circular dated May 10, 2021.

Kindly take the same as compliance on record and acknowledge.

Thanking you, we remain,

Yours faithfully,

For UNITED BREWERIES LIMITED

GOVIND IYENGAR

Senior Vice President - Legal &

Company Secretary

Encl: As above.

Annexures

ANNEXURE - A: BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

[Pursuant to Regulation 34 of SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015]

SECTION A: GENERAL DISCLOSURES

| Det | ails of the listed entity | |
|-----|---|---|
| 1. | Corporate Identity Number (CIN) of Listed Entity | L36999KA1999PLC025195 |
| 2. | Name of the Listed Entity | UNITED BREWERIES LIMITED |
| 3. | Year of Incorporation | May 13, 1999 |
| 4. | Registered office address | UB Tower, UB City, #24 Vittal Mallya Road, Bengaluru - 560 001, Karnataka, INDIA |
| 5. | Corporate Address | Same As above |
| 6. | E-mail | ublinvestor@ubmail.com |
| 7. | Telephone | +91 80 45655000 |
| 8. | Website | www.unitedbreweries.com |
| 9. | Financial year (FY) for which reporting is being done | April 01, 2021 to March 31, 2022 |
| 10. | Name of the Stock Exchange(s) where shares are listed | (i) BSE Limited (ii) National Stock Exchange of India Limited |
| 11. | Paid-up Share Capital | 264,405,149 Equity Shares |
| 12. | Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR | Mr. Bharani Kumar J – Head Projects & Engineering Telephone: +91 80 45655053 Email: bharanikumar@ubmail.com |
| 13. | Reporting boundary – Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together) | On standalone basis |

II. Products/Services

14. Details of business activities (accounting for 90% of the Turnover):

| Description of Main Activity | Description of Business Activity | % of Turnover of the entity | |
|------------------------------|----------------------------------|-----------------------------|--|
| Manufacture and Supply | Beer | 99.77 | |
| іманитастите ани зирріу | Non-alcoholic beverages | 0.23 | |

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

| Product/ Services | NIC Code | % of total Turnover contributed | |
|------------------------------|----------|---------------------------------|--|
| Beer | 11031 | 99.77 | |
| Non-alcoholic beverages | 11049 | 0.23 | |

III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated:

| Location | Number of plants | Number of offices | Total |
|---------------|----------------------|-------------------|-------|
| National | 20 (Twenty)* | 48 | 68 |
| International | 05 (Licensing units) | Nil | 05 |

^{*}Non-Alcoholic beverage unit near Patna is proposed to be closed effective May 2022. Alternate production arrangement through contract to derive economies in scale has been made.

17. Market served by the entity:

a. Number of locations

| Location | Number | | |
|----------------------------------|---------------------------------|--|--|
| National (No. of States) | 28 States & 8 Union Territories | | |
| International (No. of Countries) | 50 International Countries | | |

- b. What is the contribution of exports as a percentage of the total turnover of the entity?
 - 1.11%
- c. A brief on types of customers
 - State Government/ State owned Corporation in Government market.
 - Distributors in open market

IV. Employees

- 18. Details as at the end of Financial Year:
- a. Employees and workers (including differently abled):

| SI. | Particulars | Total | M | Male | | nale | |
|-----|--------------------------|--------|---------|---------|---------|---------|--|
| No. | Particulars | (A) | No. (B) | % (B/A) | No. (C) | % (C/A) | |
| | EMPLOYEES | | | | | | |
| 1. | Permanent (D) | 1225 | 1120 | 91% | 105 | 9% | |
| 2. | Other than Permanent (E) | Nil | EC Nil | Nil | Nil | Nil | |
| 3. | Total Employees (D+E) | 1225 | 1120 | 91% | 105 | 9% | |
| | | WORKER | RS | | | | |
| 1. | Permanent (F) | 1612 | 1569 | 97% | 43 | 3% | |
| 2. | Other than Permanent (G) | 163 | 159 | 98% | 4 | 2.45% | |
| 3. | Total Employees (F+G) | 1775 | 1728 | 97% | 47 | 3% | |

b. Differently abled Employees and workers:

| SI. | Particulars | Total | Male | | Female | |
|-----|---|------------|-----------|---------|---------|---------|
| No. | Particulars | (A) | No. (B) | % (B/A) | No. (C) | % (C/A) |
| | DIFFERE | NTLY ABLEC | EMPLOYEE | S | | |
| 1. | Permanent (D) | 1 | 1 | 100% | Nil | Nil |
| 2. | Other than Permanent (E) | 2 | 1 | 50% | 1 | 50% |
| 3. | Total differently abled employees (D+E) | 3 | 2 | 67% | 1 | 33% |
| | DIFFER | ENTLY ABLE | D WORKERS | | | |
| 1. | Permanent (F) | 19 | 18 | 95% | 1 | 5% |
| 2. | Other than Permanent (G) | 2 | 1 | 50% | 1 | 50% |
| 3. | Total differently abled workers (F+G) | 21 | 19 | 90% | 2 | 10% |

19. Participation/Inclusion/Representation of women:

| Particulars | Total | No. and percentage of Females | | |
|--|-------|-------------------------------|---------|--|
| Particulars | (A) | No. (B) | % (B/A) | |
| Board of Directors | 8 | 1 | 12.5 | |
| Key Management Personnel (including Directors) | 3 | Nil | Nil | |

20. Turnover rate for permanent employees and workers:

| Particulars | FY2021-2022 (Turnover rate in current FY) | | FY2020-2021 (Turnover rate in previous FY) | | | FY2019-2020 (Turnover rate in the year prior to the previous FY) | | | |
|---------------------|---|--------|--|------|--------|--|------|--------|-------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Permanent Employees | 19% | 3% | 22% | 9% | 1% | 10% | 14% | 2% | 16% |
| Permanent Workers | 3.6% | 0.1% | 3.7% | 6% | 0.2% | 6.2% | 9.8% | 0.1% | 9.9% |

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding/subsidiary/associate companies/joint ventures

| SI. No. | Name of the Holding/Subsidiary/ Associate Companies/ Joint Ventures (A) | Indicate whether Holding/Subsidiary/ Associate/ Joint Venture | % of Shares held by listed entity | Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity |
|------------|--|--|---|--|
| 1. | Maltex Malsters Limited | Subsidiary | 51% | No |
| 2. | Kingfisher East Bengal Football Team Private Limited | Associate | 49.99% | No |

VI. CSR Details

22. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013 : (Yes/No)

(ii) Turnover (in Rs.): 58,319 Million(iii) Net worth (in Rs.): 39,156 Million

VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

| Stakeholder group from whom complaint is | Grievance Redressal | - | Y 2021-2022 nt Financial Y | ear) | FY 2020-2021 (Previous Financial Year) | | |
|--|--|---|---|--------------------------|---|---|----------|
| received | Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy) | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks |
| Communities | NA | Nil | Nil | NA | Nil | Nil | NA |
| Investor (other than shareholders)* | Yes | Nil | Nil | NA | Nil | Nil | NA |
| Shareholders | Yes | 5 | Nil | Resolved | 13 | Nil | Resolved |
| Employees and workers* | Yes | 4 | 4 | Resolved | 2 | 2 | Resolved |
| Customers/Consumers | Yes | 903 | Nil | Resolved | 1653 | Nil | Resolved |
| Value Chain Partners* | Yes | Nil | Nil | NA | Nil | Nil | NA |
| Others (Health & Safety)* | Yes | 2 | 1 | In process to resolve | 3 | 3 | NA |

^{*}Grievance redressal mechanism is covered under 'Speak up Policy' available on Company's Intranet portal, and; for business associates, the company has framed a policy 'Guidance Note to Business Associates', which can be viewed on Company's website: www.unitedbreweries.com/investors.

24. Overview of the entity's material responsible business conduct issues:

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

| Material issue identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk/opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|------------------------------------|--|--|--|---|
| Fresh Water (i.e., Raw Material | Risk | Water availability and Conservation | (i) Reduce consumption of fresh water; | Negative implications |
| for manufacture of Beer) | | | (ii) Reuse-recycle of treated wastewater, and | |
| | | | (iii) Tap & recharge Rainwater | |

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 National Guidelines on Responsible Business Conduct (NGRBC) Principles and Core Elements.

| SI. No. | Disclosure Questions | P1 | P2 | Р3 | P4 | P5 | P6 | P7 | P8 | Р9 |
|------------|--|---|----------------------------|--------------------|--------------------------|----------------------|-----------------------------|--------------------------------|---------|-----------------|
| | cy and management processes | | | | | | | | | <u> </u> |
| 1. | a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs. (Yes /No) | requir | | . În a | few are | eas inte | ernal g | to me uideline GRBC. | | , |
| | b. Has the policy been approved by the Board? (Yes/No) | Y | Υ | Υ | Υ | Υ | Υ | Υ | Y | Y |
| | c. Web Link of the Policies, if available | Comp Intern | any's | website | e: <u>ww</u> estricte | w.unite ed and o | edbrewe can be v | can be eries.co viewed l | m / inv | <u>estors</u> . |
| 2. | Whether the entity has translated the policy into procedures. (Yes / No) | Υ | Υ | Y | Υ | Υ | Υ | Y | Υ | Y |
| 3. | Do the enlisted policies extend to your value chain partners? (Yes/No) | Formalized Policies have been communicated to key internal Stakeholders of the Company. The company has an inhouse structure for implementation. As we progress in this area, the same will be strengthened suitably. | | | | | | | | |
| 4. | Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. | international standards and have been accredited with various certifications like ISO 9001:2015 (Quality Management System); ISO 14001:2004 (Environmental Management System); ISO | | | | | | | | |
| 5. | Specific commitments, goals, and targets set by the entity with defined timelines, if any. | | | | | | | | | |
| 6. | Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met. | | ll, the | | any's | perforn | nance | is in I | ine w | th its |
| Gov | ernance, leadership, and oversight | J. | | | | | | | | |
| 7. | Statement by director responsible for the busing targets, and achievements (listed entity has flexion) — We constantly strive to ensure maximum cor | <i>bility re</i> nplianc | <i>garding</i> e in ter | the plant ms of | acemer govern | nt of the ance, e | <i>is disclo</i> nvironr | o <i>sure).</i> ment, a | nd eco | nomic |
| | strategies. We always strive to enhance our strategies and commitments towards being a responsible business while we continue to transparently share our sustainability performance and goals moving forward. In ou efforts we maintain an honest accountability towards our communities, stakeholders, and shareholders. | | | | | | | | | |
| 8. | Details of the highest authority responsible for implementation and oversight of the Business Responsibility Policy(ies). Mr. Rishi Pardal, Managing Director & Chief Executive Office in Pardal, Managing Direct | | | | | Officer | | | | |
| 9. | Does the entity have a specified Committee of the Board / Director responsible for decision making on sustainability related issues? (Yes /No). If yes, provide details. | | | | | | | | | |

10. Details of Review of NGRBC by the Company:

| | Subject for Review | undertaken by Director / | | | | Frequency (Annually/Half yearly/Quarterly/Any other – please specify) | | | | | - | | | | | | | | |
|--|---|--|--------|--------|-------------------------|---|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
| | Performance against above policies and follow up action | Responsible Business conduct is reviewed through Code of Business Conduct, Environment, Social and Governance and Corporate Social Responsibility engagements by the respective Committees at periodical intervals i.e., half-yearly/Annual basis. The Board of Directors assess CSR initiatives, Sustainability, Risk and Strategic initiatives. The CSR Head and the CXO/MD meet frequently to oversee implementation of CSR projects/programmes/activities to be undertaken by the Company. The CSR Committee of the Board meets annually to oversee the functioning of CSR activities and implementation of projects. | | | nd ntly be ets | | | | | | | | | | | | | | |
| | Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances | relation to Govt. Statutory requirements and in case of non-compliance | | | | | | | | | | | | | | | | | |
| 11. | 11. Has the entity carried out independent assessment/ evaluation of the working | | 7 | F | 2 | P 3 | | F | | F 5 | | P 6 | | F 7 | | F 8 | - 1 | P 9 | - 1 |
| of its policies by an external agency? (Yes/No). If yes, provide name of the agency. | | | ditor | s a | nd d | icies a consu ndep | ultar | nts | in r | espe | ctive | e are | eas, | a s | epai | rate | | | |

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

| Questions | UNITED | P 1 | P 2 | P 3 | SPL 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|---|------------------|-----|--------|-----------|----------|---------|----------|-----------|---------|--------|
| The entity does not Principles material (Yes/No) | | | | | | | | | | |
| The entity is not at it is in a position to implement the polic principles (Yes/No) | formulate and | | All P | rinciples | are cove | ered by | required | oolicy/pc | olicies | |
| The entity does not hor/human and tech available for the task | nnical resources | | | | | | | | | |
| It is planned to be of financial year (Yes/No | | | | | | | | | | |
| Any other reason (ple | ease specify) | | | | | | | | | |

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1 - Business should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent, and Accountable.

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

| Segment | Total number of training and awareness programmes held | Topics/principles covered under the training and its impact | % age of persons in respective category covered by the awareness programmes |
|--|--|--|---|
| Board of Directors | Nil | NA | NA |
| Key Managerial Personnel | 03 | (i) Code of Business Conduct (ii) Information Technology (iii) Prevention of Sexual Harassment | 100% |
| Employees other than Board of Directors and KMPs | 04 | (i) Code of Business Conduct (ii) Information Technology (iii) Prevention of Sexual Harassment (iv) Human Rights | 100% |
| Workers | 02 | (i) Skill Development and (ii) Human Rights | 100% |

2. Details of fines/penalties/punishment/award/compounding fees/ settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

| | | | Monetary | | |
|--------------------|--------------------|--|--------------------|--|--|
| Particulars | NGRBC Principle | Name of the regulatory/ enforcement agencies/judicial institutions | Amount (INR) | Brief of the Case | Has an appeal been preferred? (Yes/No) |
| Penalty | P1 | Competition Commission of India | Rs.751,83,00,000/- | Alleged anti-competitive conduct in the Beer Market in India | Yes |
| Penalty | P1 | Stock Exchanges | Rs.1,85,000/- | Composition of Independent Directors | Paid under protest |
| Settlement | NA | Nil | Nil | Nil | NA |
| Compounding Fee | P1 | Inspector of Legal Metrology, Agra | Rs.50,000/- | Compounding of case relating to labelling of | No |
| | P1 | Foods Safety and Standards Inspector, Shimla | Rs.50,000/- | product | No |
| | | N | on-Monetary | | |
| Imprisonment | NA | NA | NA | Nil | Nil |
| Punishment | NA | NA | NA | Nil | Nil |



3. Of the instances disclosed in Question 2 above, details of the Appeal/Revision preferred in cases were monetary on non-monetary action has been appealed.

| Case Details | Name of the regulatory/enforcement agencies/judicial institutions |
|--|--|
| Alleged anti-competitive conduct, engaged in price co-ordination and indulging cartelization | Competition Commission of India |
| Compliance relating to composition of Independent Directors. | The Stock Exchanges (i.e., BSE Ltd., and National Stock Exchange of India Limited) |

- 4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy
 - –Yes. Policy implemented and covered as part of Business Conduct program. Also available on Company's Website <u>www.unitedbreweries.com</u> and on Company's Intranet Portal.
- 5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the changes of bribery/corruption:

| Particulars | FY 2021-2022 (Current Financial Year) | FY 2020-2021 (Previous Financial Year) |
|-------------|--|---|
| Directors | Nil | Nil |
| KMPs | Nil | Nil |
| Employees | Nil | Nil |
| Workers | Nil | Nil |

6. Details of complaints with regard to conflict of interest:

| Particulars | | FY 2021-2022 (Current Financial Year) | | 20-2021 nancial Year) |
|--|--------|--|--------|--------------------------|
| | Number | Remarks | Number | Remarks |
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | Nil | Nil | Nil | Nil |
| Number of complaints received in relation to issues of Conflict of Interest of the KMPs | WENINE | Nil | ED Nil | Nil |

- 7. Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflict of interest.
 - Not Applicable

Essential Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

| Total number of awareness programmes held | | % of value chain partners covered (by value of business done with such partners) under the awareness programmes |
|---|----|---|
| Nil | NA | Nil |

- 2. Does the entity have processes in place to avoid/manage conflict of interest involving members of the Board? (Yes/No) If Yes, provide details of the same.
 - Yes, Directors are covered under the Code of Business conduct.

About

Business

PRINCIPLE 2 - Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

| Particulars | FY 2021-2022 (Current Financial Year) | FY 2020-2021 (Previous Financial Year) | Details of improvements in environmental and social impacts |
|------------------------------------|--|---|--|
| Research & Development (R&D) | Rs.260 million | Rs.3.66 million | Developed two rows malting variety of Barley (i.e., Raw material) and achieved 'Zero Liquid Discharge' of water through innovative New Water project. |
| Capex | Rs.336.6 million | Rs.330.85 million | Recycle and reuse of treated wastewater for conservation of fresh water. |

- 2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)
 - We initiated, data collection for Environment, Social and Governance (ESG). Sustainable sourcing is one of the goals identified as part of ESG program.
 - b. If yes, what percentage of inputs were sourced sustainably?
 - 65% of inputs were sourced sustainably.
- 3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.
 - a) Plastics (Including packaging) Under Extended Producer Responsibility program, collect the plastic material for recycling.
 - b) E-Waste Computer and Printer (leased out on 'Buy-back Policy' of the Company with the OEMs.
 - c) Acid Batteries Disposed under buy-back policy with OEMs.
 - d) Hazardous waste Segregated at brewery and send to state pollution control board authorized TSDF (Treatment Storage Disposal Facility) site for disposal.
 - e) Other Nonhazardous waste Scrap & By-products sold to Vendors.
- 4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken no address the same.
 - The EPR is applicable for our operational management. Waste collection plan is in line with the Extended Producer Responsibility plan as submitted to the Pollution Control Board.

Leadership Indicators

- 1. Has the entity conducted Life Cycle Perspective/Assessment (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?
 - Life Cycle Perspective/Assessment is not applicable to Alcohol & Beverage Industries.

| NIC code | Name of Product/ Service | % of total Turnover contributed | Boundary for which the Life Cycle Perspective / Assessment was conducted | Whether conducted by independent external agency (Yes/No) | Results communicated in public domain (Yes / No) If yes, provide the web-link | | |
|----------|--------------------------------|---------------------------------------|---|---|---|--|--|
| | Not Applicable | | | | | | |

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/services, as identified in the Life Cycle Perspective/Assessment (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

| Name or Product/Service | Description of the risk/concern | Action Taken |
|-------------------------|---------------------------------|--------------|
| | Not Applicable | |

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

| Indicate input material | Recycled or re-used input material to total material | | | | | |
|--|--|-----|--|--|--|--|
| | FY 2021-2022 FY 2020-202 (Current Financial Year) (Previous Financia | | | | | |
| Used Glass Bottles containing our registered Trademarks. | 63.2% | 65% | | | | |

4. Of the products and packaging reclaimed at end of lift of products, amount [in Metric Tonnes (MT)] reused, recycled, and safely disposed, as per the following format:

| | (Cu | FY 2021- rrent Finar | | FY 2020-2021 (Previous Financial Year) | | | |
|--------------------------------|------------------------------------|-------------------------|-------|---|----------|-----------------|--|
| | Re-Used Recycled Safely Disposed F | | | Re-Used | Recycled | Safely Disposed | |
| Plastics (including packaging) | Nil | 1318 | Nil | Nil | 1447 | Nil | |
| E-waste | Nil | Nil | 4 | Nil | Nil | 6 | |
| Hazardous waste | 109 | 12.1 | 5,718 | 391 | 1.3 | 4,639 | |
| Other waste | 131 | 24,141 | 3,812 | 104 | 20,179 | 3,093 | |

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

| Indicate product category | Reclaimed products and their packaging materials as % of total products sold in respective category |
|---------------------------|---|
| Beer Glass bottles | >95% recycled (Out of 95%, 60% reclaimed by the company and balance 35% recycled in the market as cullet's (precursor for making glass) |
| Beer Cans | >95% recycled |

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

Essential Indicators

1. a. Details of measures for the well-being of employees:

| | | | | % of e | mployee | s covered | by | | | | | |
|----------|--------|------------------|------------|---------------|-----------------------|---------------|--------------------|---------------|--------------------|---------------|----------------------|--|
| | Total | Health Insurance | | , , , , | Accident Insurance | | Maternity benefits | | Paternity benefits | | Day Care facilities* | |
| Category | ry (A) | Number (B) | % (B/A) | Number (C) | % (C/A) | Number (D) | % D/A) | Number (E) | % (E/A) | Number (F) | % (F/A) | |
| | | | | Perm | anent e | mployee | S | | | | | |
| Male | 1120 | 1120 | 100 | 1120 | 100 | NA | NA | Nil | NA | Nil | NA | |
| Female | 105 | 105 | 100 | 105 | 100 | 5 | 4.76 | Nil | NA | Nil | NA | |
| Total | 1225 | 1225 | 100 | 1225 | 100 | 5 | 0.41 | Nil | NA | Nil | NA | |
| | | | 0 | ther than | Permai | nent emp | loyees | | | | | |
| Male | | | - // | | | | / | | | | | |
| Female | 1 | | | | | NIL | | | | | | |
| Total |] | | | | | | | | | | | |

^{*}Out of 105 female members, no members have availed day care facility.

b. Details of measures for the well-being of workers:

| | | | | % of e | mployee | s covered | by | | | | | |
|---------------------|-------|--|------|-----------|---------------|------------|---------------|------------|--------------------|--|----------------------|--|
| Category | Total | Total (A) Number % Number % (B) (B/A) (C) (C/A) (D) D/A) | | | | | | | Paternity benefits | | Day Care facilities* | |
| Category | (A) | | | , - | Number (E) | % (E/A) | Number (F) | % (F/A) | | | | |
| Permanent employees | | | | | | | | | | | | |
| Male | 1569 | 1569 | 100% | 758 | 48% | | | | | | | |
| Female | 43 | 43 | 100% | 40 | 93% | | | NOT APP | LICABLE | | | |
| Total | 1612 | 1612 | 100% | 798 | 49% | | | | | | | |
| | | | 0 | ther than | Permar | nent emp | loyees | | | | | |
| Male | | | | | | | | | | | | |
| Female | NIL | | | | | | | | | | | |
| Total | | | | | | | | | | | | |

^{*}Not Applicable

2. Details of retirement benefits, for Current FY and Previous Financial Year

| Benefits | (Co | FY2021-2022 urrent Financial | | FY2020-2021 (Previous Financial Year) | | | | |
|----------|---|---------------------------------|--|--|--|-----|--|--|
| | No. of employees workers covered as a % of total employees total workers (Y/N/N.A.) | | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) | | | |
| PF | 100% | 100% | Yes | 100% | 100% | Yes | | |
| Gratuity | 100% | 100% | Yes | 100% | 100% | Yes | | |
| ESI | Nil | 22% | Yes | Nil | 23% | Yes | | |
| Others | NIL | | | | | | | |

3. Accessibility of workplaces

Are the premises/offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

- Yes
- 4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.
 - No
- 5. Return to work & Retention rates of permanent employees and workers that took parental leave.

| Gender | Permanent | employees | Permanent workers | | | |
|--------|------------------------------------|-----------|---------------------|----------------|--|--|
| | Return to work rate Retention rate | | Return to work rate | Retention rate | | |
| Male | Nil | Nil | Nil | Nil | | |
| Female | 5 | 75% | Nil | Nil | | |
| Total | 5 | 75% | Nil | Nil | | |

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

| Particulars | Yes/No (If Yes, then give details of the mechanism in brief) |
|--------------------------------|---|
| Permanent Workers | |
| Other than Permanent Workers | Yes – Grievance Redressal Mechanism forum is available for reporting, |
| Permanent Employees | by way of direct approach to immediate Head/Supervisor/Manager |
| Other than Permanent Employees | |

7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:

| Category | (Cu | FY 2021-2022 rrent Financial Year) | | FY 2020-2021 (Previous Financial Year) | | | |
|----------|---|---------------------------------------|---------|---|--|------------|--|
| | Total No. of employees/ workers in respective category, who are part of association(s) category (A) No. of employees/ (B/A) (B/A) | | | Total employees/ workers in respective category (C) | No. of employees / workers in respective category, who are part of association(s) or Union (D) | % (C/D) | |
| | | Total Permar | ent Emp | loyees | | | |
| Male | Nil | Nil | NA | Nil | Nil | NA | |
| Female | Nil | Nil | NA | Nil | Nil | NA | |
| | | Total Perma | nent Wo | orkers | | | |
| Male | 1225 1150 94% 1247 1157 | | | | | 93% | |
| Female | 32 | 32 | 100% | 33 | 33 | 100% | |

8. Details of training given to employees and workers:

| Category | | = | Y 2021-20 nt Financi | | | FY 2020-2021 (Previous Financial Year) | | | | |
|----------|-------|---------|-------------------------|----------------------|---------|---|-------------------------------|--------|----------------------|--------|
| | Total | On Hea | Ith and leasures | On Skill upgradation | | Total | On Health and safety measures | | On Skill upgradation | |
| | (A) | No. (B) | %(B/A) | No. (C) | %(C/A) | (D) | No. (E) | %(E/D) | No. (F) | %(F/D) |
| | | | | Em | ployees | | | | | |
| Male | 1120 | 1120 | 100% | 1120 | 100% | 1402 | 1402 | 100% | 1402 | 100% |
| Female | 105 | 105 | 100% | 105 | 100% | 102 | 102 | 100% | 102 | 100% |
| Total | 1225 | 1225 | 100% | 1225 | 100% | 1504 | 1504 | 100% | 1504 | 100% |
| | | | | W | orkers | | | | | |
| Male | 1728 | 1728 | 100% | 1094 | 63.32% | 1247 | 1247 | 100% | 985 | 79% |
| Female | 47 | 47 | 100% | 47 | 100% | 33 | 33 | 100% | 33 | 100% |
| Total | 1775 | 1775 | 100% | 1141 | 64.28% | 1280 | 1280 | 100% | 1018 | 80% |

9. Details of performance and career development reviews of employees and worker:

| Category | - I | FY 2021-2022 ent Financial Ye | ear) | FY 2020-2021 (Previous Financial Year) | | | | |
|----------|-------------------|--|-----------------------|---|-----------------|-------------------|--|--|
| | Total (A) | No. (B) | % (B/A) | Total (C) | No. (D) | % (D/C) | | |
| | | | Employees | 9 | | | | |
| Male | 1324 | 1212 | 91.54% | 1402 | 1293 | 92% | | |
| Female | 97 | 85 | 88% | 102 | 96 | 94% | | |
| Total | 1421 | 1297 | 91% | 1504 | 1389 | 92% | | |
| | | | Workers | | | | | |
| Male | Dowformon | l Caraar dayalar | ma a mas vias su a al | | | a af Law er Tawaa | | |
| Female | | Performance and Career developments reviewed, as per the terms and conditions of Long-Term Wage Settlement/Agreement entered between the company and Permanent Workers | | | | | | |
| Total | - vvage settlemen | v Agreement ent | ered between ti | ie company and | i ermanent vvon | VCIO | | |

- 10. Health and safety management system:
 - a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage such system?
 - Tailor-made Safety Management System covers the length & breath of our operation.
 - Environment, Health and Safety (EHS) policy is existence to focus both physical & mental well-being of the employees and to protect the environment.
 - Periodical training is imparted to develop a good safety work environment culture.
 - Environment and Safety Risk Assessment is carried out periodically to evaluate the potentials risk and continuously work for risk reduction.
 - b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
 - Specialized tool used for assessing the risks associated with our nature of work.
 - Hazard Identification and Risk Assessment (HIRA) is carried out for all risk activity and risk control are placed for Human Safety.
 - Process Hazard Analysis is carried out through HAZOP, HAZID and LOPA techniques to identify and control the
 risk related process, equipment and people engaged in the activities.

- B
 - c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)
 - Yes
 - d. Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)
 - Yes
- 11. Details of safety related incidents, in the following format:

| Safety Incident/Number | Category | FY 2021-2022 (Current Financial Year) | FY2020-2021 (Previous Financial Year) |
|---|-----------|--|--|
| Lost Time Injury Frequency Rate (LTIFR) | Employees | 0.25 | 0.07 |
| (per one million-person hours worked) | Workers | NA | NA |
| Total recordable work related injuries | Employees | 4 | 1 |
| Total recordable work-related injuries | Workers | 0 | 4 |
| No. of fatalities | Employees | 1 | 0 |
| No. of fatalities | Workers | Nil | Nil |
| High consequences work-related injury | Employees | Nil | Nil |
| or ill-health (excluding fatalities) | Workers | Nil | Nil |

- 12. Describe the measures taken by the entity to ensure a safe and healthy work place.
 - Step 1: High level risk assessment is conducted based on the past historic events and the potential hazards and risk are identified.
 - Step 2: HIRA (Hazard Identification & Risk assessment) and PHA (Process Hazard Analysis) studies are conducted for evaluating the risk level.
 - Step 3: Control of risk
 - a. Elimination/substitution Assessment to eliminate the activity/hazard which has potential to harm or injury the team.
 - b. Engineering controls Suitable engineering solution like placing guards, interlocks to reduce the risk level are provided.
 - c. Administrative controls Follow Safety Management System viz., issue permit to work, and provided work (Job) safety training.
 - d. PPE Provided personal protective equipment to all employees exposed to the residual risks while performing the activity.
- 13. Number of Complaints on the following made by employees and workers:

| Particulars | FY 2021-2022 (Current Financial Year) | | | FY 2020-2021 (Previous Financial Year) | | | |
|--------------------|---|-----|----------|---|-----|---------|--|
| | Filed during the year resolution at the end of year | | Remarks | Filed during the year resolution at the end of year | | Remarks | |
| Working Conditions | 01 | Nil | Resolved | Nil | Nil | NA | |
| Health & Safety | Nil | Nil | NA | Nil | Nil | NA | |

14. Assessments for the year:

| Particulars | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|-----------------------------|---|
| Health and safety practices | i) About 90% of breweries and its offices were assessed by third party; and |
| Working conditions | ii) Fire Compliance Assessment of 48 offices of the Company and 8 contract breweries, were assessed by the entity's EHS team. |

- 15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health & safety practices and working conditions.
 - Adherence to Permit to work with Risk Assessment for all non-routine activities in line with Company's safety guidelines.
 - Ensured that all work/job shall be performed after complete understanding of all the risks associated/PTW condition before carrying out the job.
 - Major engineering control taken this tear based on past histories
 - Layers of Protection in the brew house.
 - Fall protection system like roof lifeline and fragile protection in the roof.
 - Upgradation of LOTO system to machine specific procedures.
 - Reviewed and updated the Systematic Operating Procedure on maintenance work.
 - Conducted Process Hazard Analysis (PHA) studies to identify risks in the process and severity mitigation and probability reduction action plan in progress.

Leadership Indicators

- 1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Yes/No) (B) Workers (Yes/No)
 - Yes
- 2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.
 - Regular Audit conducted by the Internal auditor and yearly audit by Statutory Auditors of the Company.
- 3. Provide the number of employees/workers having suffered high consequence work-related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment).

| Particulars | Total no. of affected employees/workers | | No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment | | | |
|-------------|--|---|---|---|--|--|
| | FY 2021-2022 (Current Financial Year) | FY 2020-2021 (Previous Financial Year) | FY 2021-2022 (Current Financial Year) | FY 2020-2021 (Previous Financial Year) | | |
| Employees | Not Applicable | | | | | |
| Workers | | Not Applicable | | | | |

- 4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No)
 - Yes

5. Details of assessment of value chain partners:

| Particulars | % of value chain partners (by value of business done with such partners) that were assessed | | | |
|-----------------------------|---|--|--|--|
| Health and Safety Practices | Nil | | | |
| Working Conditions | Nil | | | |

- 6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.
 - Proposed to be implemented after end of Financial Year 2024-2025.

PRINCIPLE 4 - Business should respect the interest of and be responsive to all its stakeholders

Essential Indicators

- 1. Describe the processes for identifying key stakeholder groups of the entity.
 - Stakeholders play a vital role in the outcome of projects. Stakeholders' identification, analysis, and selection can be tricky areas to navigate. If at the end of the day, the appropriate stakeholders aren't selected for a project, requirements and deliverables may not be successfully met, and the end goals can erroneously be sidestepped. There are many different stakeholders (like Direct/Indirect internal stakeholders and External Stakeholders) throughout the life of a project
 - As a process, we first (i) identify stakeholders', do research individuals and third-party organization that may be relevant to your project. (ii) Categorize the stakeholders in terms of their influence, interest, and levels of participation in project, (iii) Study potentiality of the Stakeholders, (iv) Communicate with identified stakeholders about management process and communication plan.
- 2. List stakeholder groups identified as key for your entity and the frequency or engagement with each stakeholder group.

| Stakeholder Group | Whether identified as Vulnerable & Marginalized Group (Yes / No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice, Board Website), Other | Frequency of engagement (Annually/Half yearly/ Quarterly/ others-please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|-------------------------------|---|---|--|--|
| Customers | No | Emails and Website | As and when required | Purpose and scope of |
| Employees | No | Email, Notice, and Intranet Portal | Quarterly/Half-yearly and Annually | engagement is communication for attending queries / |
| Government Bodies | No | Newspapers, Community Meetings, Notice and Website | Regular | grievance / notice / complaints / Suggestion concerns and providing response, solutions, |
| Investors and Stakeholders | No | Emails, Newspapers, Notice and Website | Quarterly/Half-yearly and Annually | and assurance |
| Local communities | Yes | Newspapers, Meetings, and others. | Regular | |
| Suppliers and vendors | No | Emails | Regular | |

Leadership Indicators

- 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.
 - Periodical Reports on economic, environmental, and social topics shall be provided to stakeholders including Govt. Bodies. No consultation between stakeholders & the Board.
- 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No), If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities or the entity.
 - Yes. Internal guidance/Systematic Operation of Process have been formulated after consultation and keeping in view the interest of stakeholders only.

- 3. Provide details of instances of engagement with and action taken to, address the concerns of vulnerable/marginalized stakeholder groups.
 - Not Applicable

PRINCIPLE 5 - Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issued and policy(ies) of the entity, in the following format:

| Category | FY 2021-2022 (Current Financial Year) | | | FY 2020-2021 (Previous Financial Year) | | | |
|------------------------|--|---|------------|---|---|------------|--|
| | Total (A) | No. of employees /workers covered (B) | % (B/A) | Total (C) | No. of employees /workers covered (D) | % (D/C) | |
| | | Employe | es | | | | |
| Permanent | 2837 | 1600 | 56.40% | 2934 | 1514 | 51.60% | |
| Other than permanent | Nil | Nil | Nil | Nil | Nil | Nil | |
| Total Employees | 2837 | 1600 | 56.40% | 2934 | 1514 | 51.60% | |
| | | Worker | 's | | | | |
| Permanent | 1612 | 1600 | 99.25% | 1280 | 1280 | 100% | |
| Other than permanent | 163 | Nil | Nil | 4692 | 3000 | 63.93% | |
| Total Workers | 1775 | 1600 | 99.25% | 5972 | 4280 | 71.67% | |

2. Details of Minimum wages paid to employees and workers, in the following format:

| | FY 2021-2022 (Current Financial Year) | | | FY 2020-2021 (Previous Financial Year | | | | | | |
|-------------------------|--|---------------------|---------|--|---|------|--------------------------|---------|---------------------------|---------|
| Category | Total | Equal to Minimur | | | More <mark>tha</mark> n Minimum Wage | | Equal to Minimum Wage | | More than Minimum Wage | |
| | (A) | No. (B) | % (B/A) | No. (C) | No. (C/A) | (D) | No. (E) | % (E/D) | No. (F) | % (F/D) |
| | | | | Empl | oyees | , | | | | |
| Permanent | | | | | | | | | | |
| Male | | | | | | | | | | |
| Female | | | | | | | | | | |
| Other than Permanent | Not Applicable | | | | | | | | | |
| Male | | | | | | | | | | |
| Female | | | | | | | | | | |
| | | | | Wo | rkers | | | | | |
| Permanent | | | | | | | | | | |
| Male | 1720 | 67 | 4% | 1653 | 96% | 1753 | 76 | 4% | 1677 | 96% |
| Female | 47 Nil Nil 47 100% 47 Nil Nil 47 100% | | | | | | | | | |
| Other than Permanent | | | | | | | | | | |
| Male | Nil | Nil | Nil | Nil | Nil | Nil | Nil | Nil | Nil | Nil |
| Female | Nil | Nil | Nil | Nil | Nil | Nil | Nil | Nil | Nil | Nil |

3. Details of remuneration/salary/wages, in the following format:

| Particulars | Male | | Female | | |
|----------------------------------|--------|--|--------|--|--|
| | Number | Median remuneration /salary/wages of respective category | Number | Median remuneration /salary/wages of respective category | |
| Board of Directors (BOD) | 5 | 73,55,932 | *1 | 1,10,37,006 | |
| Key Managerial Personnel | 3 | 4,30,93,846 | Nil | NA | |
| Employees other than BOD and KMP | 1,116 | 8,03,629 | 105 | 6,34,357 | |
| Workers | 1,816 | 5,18,544 | 51 | 3,19,540 | |

^{*} Sitting fees and Commission paid to one female director.

- 4. Do you have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)
 - Yes
- 5. Describe the internal mechanism in place to redress grievances related to human rights issues.
 - We have not received any complaints on human rights violations during the reporting period.
- 6. Number of Complaints on the following made by employees and workers:

| Particulars | (Curr | FY 2021-202 ent Financia | | FY 2020-2021 (Previous Financial Year) | | | |
|-----------------------------------|-----------------------------|--|----------|---|--|---------|--|
| | Filed during the year | Pending resolution at the end of year | Remarks | Filed during the year | Pending resolution at the end of year | Remarks | |
| Sexual Harassment | 3 | Nil | Resolved | Nil | Nil | NA | |
| Discrimination at workplace | Nil | Nil | NA | Nil | Nil | NA | |
| Child Labor | Nil | Nil | NA | Nil | Nil | NA | |
| Forced Labor/Involuntary Labor | D Nil R | Nil | NA | Nil | Nil | NA | |
| Wages | Nil | Nil | NA | Nil | Nil | NA | |
| Other human rights related issued | Nil | Nil | NA | Nil | Nil | NA | |

- 7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.
 - Grievance mechanism with respect to Code of Business Conduct is in place.
- 8. Do human rights requirements form part of your business agreements and contacts? (Yes/No)
 - Yes
- 9. Assessment for the year:

| Particulars | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|-----------------------------|---|
| Child labor | Nil |
| Forced/Involuntary labor | Nil |
| Sexual harassment | 100% |
| Discrimination at workplace | 100% |
| Wages | 100% |
| Others | Nil |

- 10. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above.
 - Corrective actions taken as per the Systematic Operation of Process/Internal Guidelines framed and Policies formulated and implemented which are approved by the Board as per the guidelines of the Govt. Bodies.

Leadership Indicators

- 1. Details of a business process being modified/introduced as a result of addressing human rights grievances/ complaints.
 - Not Applicable
- 2. Details of the scope and coverage of any Human rights due diligence conducted.
 - Not Applicable
- 3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?
 - Yes
- 4. Details on assessment of value chain partners:

| Particulars | % of value chain partners (by value of business done with s partners) that were assessed | | | |
|--------------------------------|--|--|--|--|
| Sexual Harassment | | | | |
| Discrimination at workplace | | | | |
| Child Labor | | | | |
| Forced Labor/Involuntary Labor | NIL | | | |
| Wages | | | | |
| Others-please specify | | | | |

- 5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above.
 - Not Applicable

PRINCIPLE 6 - Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

| Parameter | FY 2021-2022 (Current Financial Year) | FY 2020-2021 (Previous Financial Year) |
|--|--|---|
| Total electricity consumption (A) | 381 | 320 |
| Total fuel consumption (B) | 1264 | 1094 |
| Energy consumption through other sources (C) | Nil | Nil |
| Total energy consumption (A+B+C) | 1645 | 1414 |
| Energy intensity per rupee of turnover (Total energy consumption/turnover in Rupees) | 0.016 | 0.015 |
| Energy intensity (optional) – the relevant metric may be selected by the entity | 158.1 | 162.8 |

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.

- No
- Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve
 and Trade (PAT) Scheme of the Government of India? (Yes/No) If yes, disclose whether targets set under the PAT
 scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

 Not Applicable
- Provide details of the following disclosures related to water, in the following format:

| Parameter | FY 2021-2022 | FY 2020-2021 |
|--|--------------------------|---------------------------|
| | (Current Financial Year) | (Previous Financial Year) |
| Water withdrawal by source (in kilolite | ers) | |
| (i) Surface water | 16,92,034 | 11,64,929 |
| (ii) Ground water | 13,86,062 | 10,04,750 |
| (iii) Third party water | 2,04,959 | 6,22,868 |
| (iv) Sea water/desalinated water | Nil | Nil |
| (v) Others | Nil | Nil |
| Total volume of water withdrawal (in kiloliters) (i+ii+iii+iv+v) | 32,83,056 | 27,92,553 |
| Total volume of water consumption (in kiloliters) | 32,83,056 | 27,92,553 |
| Water intensity per rupee of turnover (Water consumed/turnover) | 25.03 | 27.42 |
| Water intensity (optional) – the relevant metric may be selected by the entity | 3.44 | 3.61 |

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency

- No
- 4. Has the entity implemented a mechanism for Zero Liquid Discharge (ZLD)? If yes, provide details of its coverage and implementation.
 - Yes Out of 19 operating breweries, 2 breweries located at Tamil Nadu (UB Chennai) and Rajasthan (Chopanki) have implemented the mechanism of ZLD.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

| Parameter | Unit | FY2021-2022 (Current Financial Year | FY2020-2021 (Previous Financial Year) |
|-------------------------------------|----------------|--|--|
| NOx | Ton/Year | 220.5 | 93 |
| Sox | Ton/Year | 121.10 | 351 |
| Particulate matter (PM) | Ton/Year | 140.80 | 57 |
| Persistent organic pollutants (POP) | Not Applicable | Nil | Nil |
| Volatile organic compounds (VOC) | Not Applicable | Nil | Nil |
| Hazardous air pollutants (HAP) | Not Applicable | Nil | Nil |
| Others – please specify | Not Applicable | Nil | Nil |

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency

- No

6. Provide details of greenhouse gas emission (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

| Parameter | Unit | FY2021-2022 (Current Financial Year | FY2020-2021 (Previous Financial Year) |
|--|---------------------------------------|--|--|
| Total Scope 1 emissions (Break-up of the GHG into CO2, CH2, N2O, HFCs, PFCs, SF6, NF3, if available) | | 1,20,661 | 1,03,852 |
| Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available) | Metric tonnes of CO2 equivalent | 56,605 | 49,142 |
| Total Scope 1 and Scope 2 emissions per rupee of turnover | | 1.35 Tons | 1.5 Tons |
| Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity | | 0.019 Tons | 0.020 Tons |

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by external agency? (Yes/No) If yes, name of the external agency.

- No

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

Yes – Developed Environment, Social and Governance (ESG) roadmap and identified potentials projects for achieving targeting Net Carbon foots in both Electricity & Thermal Energy.



Provide details related to waste management by the entity, in the following format:

| Parameter | FY2021-2022 (Current Financial Year) | FY2020-2021 (Previous Financial Year) | | |
|--|---|--|--|--|
| Total | Waste generated (in metric tons) | | | |
| Plastic waste (A) | 1,318 | 1,477 | | |
| E-waste (B) | 4 | 6 | | |
| Bio-medical waste (C) | 0.27 | 0.27 | | |
| Construction and demolition waste (D) | Not quantified | Not quantified | | |
| Battery waste (E) | Buy back System | Buy back System | | |
| Radioactive waste (F) | Not generated | Not generated | | |
| Other Hazardous waste. Please specify, if any. (G) | 5,842 | 5,032 | | |
| Other Non-hazardous waste generated (H) . Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector) | 28,094 | 23,376 | | |
| Total (A+B+C+D+E+F+G+H) | 35,248 | 29,893 | | |
| For each category of waste | e generated, total waste recovere | ed through recycling, | | |
| - | ner recovery operations (in metri | tonnes) | | |
| Category of waste | | | | |
| (i) Recycled | 25,471 | 21,658 | | |
| (ii) Re-used | 241 | 496 | | |
| (iii) Other recovery operations | NIL | NIL | | |
| Total | 25,711 | 22,154 | | |
| For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes) | | | | |
| Category of waste | | | | |
| (i) Incineration | 2.0 | 1.1 | | |
| (ii) Landfilling | 9,531 | 7,733 | | |
| (iii) Other disposal operations | Nil | Nil | | |
| Total | 9,533 | 7,734 | | |

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.

- No
- Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.
 - The Company has standardized the methodology to identify, segregate and quantify the waste generated. Implemented 3Rs (Reduce-Reuse-Recycle) concept for the waste before disposing at landfill site.



- 10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals/clearances are required, please specify details in the following format:
 - No

| SI. No. | Location of operations/ offices | Type of operations | Whether the conditions of environmental approval/clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any. | |
|------------|------------------------------------|--------------------|---|--|
| | Not Applicable | | | |

11. Details of environmental impact assessment of projects undertaken by the entity bases on applicable laws, in the current financial year:

| Name and brief details of project | EIA Notification No. | | | Results communicated in public domain (Yes/No) | Relevant Web link |
|-----------------------------------|-------------------------|--|--|--|----------------------|
| Not Applicable | | | | | |

- 12. Is the entity compliant with the applicable environmental law/regulations/guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Yes/No). If not, provide details of all such non-compliance, in the following format:
 - Yes

| No. | Specify the law/regulation/ guidelines which was not complied with | details of the non- | | Correction action taken if any |
|----------------|--|------------------------|--|--------------------------------|
| Not Applicable | | | | |

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) form renewable and non-renewable sources, in the following format:

| Parameter | FY 2021-2022 (Current Financial Year) | FY2020-2021 (Previous Financial Year) |
|--|--|--|
| From renewable sources | | |
| Total electricity consumption (A) | 123 | 96 |
| Total fuel consumption (B) | 1110 | 938 |
| Energy consumption through other sources (C) | Nil | Nil |
| Total energy consumed from renewable | 1233 | 1034 |
| sources (A+B+C) | | |
| From non-renewable sources | | |
| Total electricity consumption (D) | 258 | 224 |
| Total fuel consumption (E) | 154 | 156 |
| Energy consumption through other sources (F) | Nil | Nil |
| Total energy consumed from non-renewable sources (D+E+F) | 412 | 380 |

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.

2. Provide the following details related to water discharged:

| Parameter | FY 2021-2022 | FY2020-2021 |
|---|--------------------------|---------------------------|
| | (Current Financial Year) | (Previous Financial Year) |
| Water discharge by destination and level of treatn | nent (in kiloliters) | |
| (i) To Surface water | | |
| - No treatment | Nil | Nil |
| - With treatment – please specify level of treatment | Not Applicable | Not Applicable |
| (ii) To Groundwater | | |
| - No treatment | Nil | Nil |
| - With treatments – please specify level of treatment | 13,52,572 | 12,94,434 |
| (iii) To Seawater | | |
| - No treatment | Nil | Nil |
| - With treatment – please specify level of treatment | Not Applicable | Not Applicable |
| (iv) Sent to third parties | | |
| - No treatment | Nil | Nil |
| - With treatment – please specify level of treatment | 3,73,430 | 2,66,332 |
| (v) Others | | |
| - No treatment | Nil | Nil |
| - With treatment – please specify level of treatment | Not Applicable | Not Applicable |
| Total water discharged (in kilolitres) | 17,26,002 | 15,60,766 |

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.

- No
- 3. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres):

For each facility/plant located in areas of water stress, provide the following information:

- (i) Name of the area Ludhiana, Chennai, Nelamangala, Chopanki, Aravalli, Dharuhera, Palakkad & Srikakulam.
- (ii) Nature of operations Manufacturing of Beer
- (iii) Water withdrawal, consumption, and discharge in the following format:

| Parameter | FY 2021-2022 | FY2020-2021 |
|--|--------------------------|---------------------------|
| | (Current Financial Year) | (Previous Financial Year) |
| Water withdrawal by source (in kiloliters) | | |
| (i) Surface water | 1,17,523 | 1,15,137 |
| (ii) Groundwater | 8,20,448 | 7,07,544 |
| (iii) Third party water | 3,10,650 | 2,65,109 |
| (iv) Seawater/desalinated water | Nil | Nil |
| (v) Others | Nil | Nil |
| Total volume of water withdrawal (in kilolitres) | 12,48,621 | 10,87,790 |
| Total volume of water consumption (in kilolitres) | 12,48,621 | 10,87,790 |
| Water intensity per rupee of turnover (Water consumed/turnover) | 12.26 | 8.29 |
| Water intensity (optional) – the relevant metric may be selected by the entity | 3.6 | 3.4 |

About

Business

| Water discharge by destination ar | nd level of treatment (in k | rilolitres) |
|--|-----------------------------|----------------|
| (i) Into Surface water | | |
| - No treatment | Nil | Nil |
| - With treatment-please specify level of treatment | Not Applicable | Not Applicable |
| (ii) Into Groundwater | | |
| - No treatment | Nil | Nil |
| - With treatment-please specify level of treatment | 4,07,503 | 5,41,101 |
| (iii) Into Seawater | | |
| - No treatment | Nil | Nil |
| - With treatment-please specify level of treatment | Not Applicable | Not Applicable |
| (iv) Sent to third parties | | |
| - No treatment | Nil | Nil |
| - With treatment-please specify level of treatment | Not Applicable | Not Applicable |
| (v) Others | | |
| - No treatment | Nil | Nil |
| - With treatment-please specify level of treatment | Not Applicable | Not Applicable |
| Total water discharges (in kilolitres) | 4,07,503 | 5,41,101 |

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.

- No

4. Please provide details of total Scope 3 emissions & its intensity, in the following format:

| Parameter | Unit (Metric tonnes of CO2 equivalent) | FY 2021-2022 (Current Financial Year) | FY 2020-2021 (Previous Financial Year) |
|---|--|--|--|
| Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available) | | | |
| Total Scope 3 emissions per rupee of turnover | | facturing plan, Scope As nented in Financial Year 2 | |
| Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity | | | |

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.

-No

- 5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.
 - Not Applicable
- 6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as outcome of such initiative, as per the following format:

| SI. No. | | Details of the initiative (Web-link, if any, may be provided along-with summary) | Outcome of the initiative | | | | |
|------------|----------------|--|---------------------------|--|--|--|--|
| | Not Applicable | | | | | | |

- 7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/web link.
 - Yes, the Company have Disaster management plan across the Breweries/Units.
 - Each of our brewery has an On-site emergency plan for Disaster management. This plan provides guidelines to employees, contractors, transporters, etc., on actions to be carried out in the event of an Emergency. It not only defines responsibilities but also informs about prompt rescue operations, evacuations, rehabilitation, coordination, and communication.
- 8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?
 - No adverse impact to the environment.
- 9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.
 - Nil

PRINCIPLE 7 - Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

- 1. a. Number of affiliations with trade and industry chambers/associations Four (4)
 - b. List the top 10 trade and industry chambers/association (determined based on the total members of such body) the entity is a member of/affiliated to.

| SI. No. | Name of the trade and industry chambers/associations | Reach of trade and industry chambers/associations (State/National) |
|------------|---|--|
| 1. | All India Brewers' Association (AIBA) | National |
| 2. | Federation of Indian Chambers of Commerce and Industry (FICCI) | National |
| 3. | Confederation of Indian Industry (CII) | National |
| 4. | Federation of Karnataka Chambers of Commerce and Industry (FKCCI) | State |

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conducted by the entity, based on adverse orders from regulatory authorities.

| Name of authority | Brief of the case | Corrective action taken |
|---------------------------------|---------------------|-------------------------------------|
| Competition Commission of India | Pricing discussions | Stay obtained. Regular training and |
| | | compliance program in place. |

Leadership Indicators

| S So. | Public policy advocated | Method resorted for such advocacy | Whether information available in public domain? | Frequency of Review by Board (Annually / Half yearly / Quarterly /Others – please specify) | Web Link, if available |
|--------------|---|---|---|---|------------------------------|
| - | Need for the policy on third shift Brewery operations in Odisha to meet peak season demand. | Created a Business case for the State on benefits of allowing 3 rd shift which included buoyancy in revenue and Volumes for the State, as well as higher local employment and in-state resource utilization. Submitted through meetings at Excise Department as well as Principle Secretary level. | | | |
| 2 | Need for rationalization of COVID cess as well as approving the policy on price revision (EBP increase) in Telangana on account of increased cost pressures on manufacturing. | Built a case for price revision owing to inflation in dry and wet goods, increased working capital, steep increase in logistics and packaging material cost. Shown socio-economic benefits of the request, and how the same would drive industry sustainability. Submitted through meetings at Excise Department, Principle Secretary as well as Ministerial level. | | | |
| m | Multiple Policy Inputs to encourage responsible consumption in the State of Karnataka | Submitted a Business Proposal on rationalized taxation on milder drinks and adequate retail presence in the State in order to encourage responsible consumption among customers. Illustrated the socio-economic benefits to the State citing examples of best practices in other States. Submitted through meetings at Excise Department and Principal Secretary level. | OZ | Part of overall business plan | Not Available |
| 4. | Immediate need for price revision on account of huge cost burden on manufacturing and supply in Rajasthan. Also, rationalization of Excise Duties and tax structure to avoid tax on tax. | Built a case for price revision owing to inflation in dry and wet goods, increased working capital, steep increase in logistics and packaging material cost. Also submitted a business case for rationalization of Beer taxes and to revive the industry badly hit by COVID. Showcased the benefits to the investments made in the State and thus the need for a comprehensive policy on pricing and taxation to drive sustainability of the investments. Submitted through meetings at Excise Department, Principal Secretary as well as Ministerial level. | | | |
| r. | Tax rationalization and Ease of Doing Business in West Bengal | Submitted a plea on the immediate need for tax rationalization to revive demand in the State. Also emphasized on the need for Ease of Doing Business on certain processes to enable an efficient supply chain for the industry. Submitted through meetings at Excise Department and Principal Secretary level. | | | |

PRINCIPLE 8 - Businesses should promote inclusive growth and equitable development

Essential Indicators

Details of Social Impact Assessment (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

| Name and brief details of project | SIA Notification No. | Date of notification | Whether conducted by independent external agency (Yes/No) | Results communicated in public domain (Yes/No) | Relevant Web link | |
|---|-------------------------|----------------------|---|--|----------------------|--|
| Not Applicable | | | | | | |

Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by 2. your entity, in the following format:

| SI. No. | Name of the Project for which R&R is ongoing | State | District | No. of Project Affected Families (PAFs) | covered by | Amounts paid to PAFs in the FY (In INR) | | | |
|------------|--|-------|----------|---|------------|---|--|--|--|
| | Not Applicable | | | | | | | | |

- Describe the mechanism to receive and redress grievances of the community.
 - At the brewery level, grievances if any, are taken up and addressed.
- 4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

| Particulars | FY 2021-2022 (Current Financial Year) | FY 2020-2021 (Previous Financial Year) |
|---|--|---|
| Directly sourced from MSMEs/Small producers | 19.32% | 18.85% |
| Sourced directly from within the district and neighboring districts * | About 19% | About 19% |

^{*} Given the multi locational scale of operations across India, numbers are provided in a range.

Leadership Indicators

Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

| Details of negative social impacts identified | Corrective action taken |
|---|-------------------------|
| Nil | Not Applicable |

Provide the following information on Corporate Social Responsibility (CSR) projects undertaken by your entity in designated aspirational districts as identified by government bodies:

| State | e | Aspirational District | Amount spent (In INR) |
|---------|------|-----------------------|-----------------------|
| West Be | ngal | Nadia | 2,38,273/- |

- (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising 3. marginalized/vulnerable groups? (Yes/No)

 - (b) From which marginalized/vulnerable groups do you procure?
 - Not Applicable
 - (c) What percentage of total procurement (by value) does it constitute?
 - Not Applicable

Stakeholders'

Engagement



4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

| SI. No. | Intellectual Property based on traditional knowledge | Owned/Acquired (Yes/No) | Benefit shared (Yes/No) | Basis of calculating benefit share |
|------------|--|-------------------------|-------------------------|------------------------------------|
| 1. | Patents | Owned | No | Not Applicable |
| 2. | Trademark | Owned | No | Not Applicable |
| 3. | Copyrights | Owned | No | Not Applicable |

5. Details of corrective actions taken on underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

| Name of authority | Brief of the Case | Corrective action taken |
|-------------------|-------------------|-------------------------|
| Nil | Not Applicable | |

6. Details of beneficiaries of CSR Projects:

| SI. No. | CSR Project | No. of persons benefitted from CSR Projects | % of beneficiaries from vulnerable and marginalized groups |
|------------|--|---|---|
| 1. | Water Conservation, Haryana | 76,265 | 64.71 |
| 2. | Water Conservation, Rajasthan | 4,800 | 17 |
| 3. | Integrated Water Resource Management, Tamil Nadu | 49,753 | 93.75 |
| 4. | Water Conservation, Punjab | 38,444 | 41 |
| 5. | Water Conservation, Telangana and Karnataka | 17,000 | 66 |
| 6. | Sustainable livelihood through climate resilient practices, Kerala | 41,696 | 13 |
| 7. | Covid Relief-Happiness Kit distribution, Karnataka | 16,680 | 47 |
| 8. | Project Oxygen Hub, Maharashtra | 64,500 | 62 |
| 9. | Tarang Agroforestry | 17,820 | 73 |
| 10. | Project Oxygen Zone, Maharashtra | 63,250 | 60 |
| 11. | Pragati Scholarship Programme, Pan India | 97 | 84 |
| 12. | Project H.E.A.L., Pan India | 1,280 | Not Captured |
| 13. | Local covid response and community activities, Pan India | Not Definable | Not Definable |

PRINCIPLE 9 - Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

- 1. Describe the mechanism in place to receive and respond to consumer complaints and feedback.
 - There is a customer service number available on the label of every beer bottle. Consumers contact directly to the number available and grievances resolved, if any. In case grievances are directed to sales team, the regional sales team shall contact the customer/consumer and resolve the issues, and the feedback is provided to the customer care.
- 2. Turnover of products and/services as a percentage of turnover from all products/service that carry information about:

| Particulars | As a percentage to total turnover |
|---|-----------------------------------|
| Environmental and social parameters relevant to the product | Not Applicable |
| Safe and responsible usage | Not Applicable |
| Recycling and/or safe disposal | Not Applicable |

3. Number of consumer complaints in respect of the following

| Particulars | FY2021-2022 (Current Financial Year | | | FY2020-2021 (Previous Financial Year) | | |
|-------------------------------------|--|-----------------------------------|---------|--|-----------------------------------|---------|
| | Received during the year | Pending resolution at end of year | Remarks | Received during the year | Pending resolution at end of year | Remarks |
| Data privacy | Nil | NA | NA | Nil | NA | NA |
| Advertising | Nil | NA | NA | 4 | Nil | NA |
| Cyber-security (Fake Interviews) | 1 | Nil | NA | 1 | Nil | NA |
| Delivery of essential services | Nil | NA | NA | Nil | NA | NA |
| Restrictive Trade Practices | Nil | NA | NA | Nil | NA | NA |
| Unfair Trade Practices | Nil | NA | NA | Nil | NA | NA |
| Others (Consumer cases)* | 01 | 36 | NA | 04 | 31 | NA |

^{*} Out of 36 consumer cases only 18 cases are active in Consumer forum.

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

| Particulars | Number | Reasons for recall |
|-------------------|--------|--------------------|
| Voluntary recalls | Nil | Not Applicable |
| Forced recalls | Nil | Not Applicable |

- 5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.
 - Yes. Company has implemented data privacy policy on cyber security and risk related to data privacy under the Business Conduct Program and available on Company's Intranet Portal.
- 6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essentials services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services.
 - No such instances/issues have been faced so far.

Leadership Indicators

- 1. Channels/platforms where information on products and services of the entity can be accessed (provide web link, if available).
 - Information on products and services can be accessed through Company's Weblink: https://www.unitedbreweries.com/our-brands.
- 2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.
 - We educate on 'Responsible usage of Consumption of Alcohol' (i.e., Beer) and also display Statutory Warning on Labels of Bottles and Cans.
- 3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.
 - Not Applicable



- 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)
 - Yes Additional Information about the product is displayed on the labels. Our regional sales heads in the regions, meet customers on a regular basis, ascertain business concern areas which require attention and resolve their concerns in a time bound manner. UBL periodically assesses consumer trends, consumer choice and preference through need-based survey.
- 5. Provide the following information relating to data breaches:
 - a. Number of instances of data breaches along-with impact
 - Nil
 - b. Percentage of data breaches involving personally identifiable information of customers
 - Nil