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Scrip Symbol: NSE – DABUR, BSE Scrip Code- 500096

Corporate Relation Department  
**BSE Ltd.**  
Phiroze Jeejeebhoy Towers  
Dalal Street,  
Mumbai – 400 001.

**National Stock Exchange of India Ltd.**  
Exchange Plaza, 5th Floor  
Plot No. C/1, G Block  
Bandra – Kurla Complex  
Bandra (E) Mumbai – 400 051.

**Sub: Submission of Integrated Annual Report 2021-22 (including Notice of 47<sup>th</sup> Annual General Meeting) and Business Responsibility and Sustainability Report 2021-22**

Dear Sir,

This is further to our letter dated 13<sup>th</sup> July, 2022 wherein it was informed that the Annual General Meeting (AGM) of the Company is scheduled to be held on 12<sup>th</sup> August, 2022.

In terms of Regulation 34 & 53 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith Integrated Annual Report of the Company including the Business Responsibility and Sustainability Report for the financial year 2021-22 and the Notice of AGM.

The Integrated Annual Report for the financial year 2021-22 including Notice of AGM is being sent to the shareholders electronically who have registered their email IDs. The same is also available on the Company's website at [www.dabur.com](http://www.dabur.com)

Brief details of AGM are as under:

Date & Time	12 <sup>th</sup> August, 2022; 10.30 a.m. IST
Mode	Video Conference / Other Audio-Visual Means
Cut-off date	5 <sup>th</sup> August, 2022
e-voting start date & time	8 <sup>th</sup> August, 2022, 9.00 a.m. IST
e-voting end date & time	11 <sup>th</sup> August, 2022, 5.00 p.m. IST
Website for e-voting	<a href="https://evoting.kfintech.com/">https://evoting.kfintech.com/</a>
Website for attending the AGM	<a href="https://emeetings.kfintech.com/">https://emeetings.kfintech.com/</a>

Thanking you.

Yours faithfully  
For **DABUR INDIA LIMITED**

(A K Jain)

E V P (Finance) & Company Secretary



# DABUR INDIA LIMITED

CIN: L24230DL1975PLC007908; Regd. Office: 8/3, Asaf Ali Road, New Delhi - 110002; Tel. No.: 011-23253488

Website: [www.dabur.com](http://www.dabur.com); Email Id : [corpcomm@dabur.com](mailto:corpcomm@dabur.com); Email Id for investors: [investors@dabur.com](mailto:investors@dabur.com)

# BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

FY 2021-22

**SECTION A** General disclosures

**SECTION B** Management and process disclosures

**SECTION C** Principle-wise performance disclosure

- Principle 1** Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent, and accountable
- Principle 2** Businesses should provide goods and services in a manner that is sustainable and safe
- Principle 3** Businesses should respect and promote the well-being of all employees, including those in their value chains
- Principle 4** Businesses should respect the interests of and be responsive to all its stakeholders
- Principle 5** Businesses should respect and promote human rights
- Principle 6** Businesses should respect and make efforts to protect and restore the environment
- Principle 7** Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
- Principle 8** Businesses should promote inclusive growth and equitable development
- Principle 9** Businesses should engage with and provide value to their consumers in a responsible manner

## SECTION A – GENERAL DISCLOSURES

### Details

1.	Corporate Identity Number (CIN) of the Listed Entity	L24230DL1975PLC007908
2.	Name of the company	Dabur India Limited
3.	Year of incorporation	1975
4.	Registered office address	8/3, Asaf Ali Road, New Delhi 110002
5.	Corporate address	Dabur India Limited, Kaushambi, Ghaziabad – 201010, Uttar Pradesh, India
6.	E-mail	investors@dabur.com
7.	Telephone	+91 (0120) 3962100
8.	Website	<a href="http://www.dabur.com">www.dabur.com</a>
9.	Financial year for which reporting is being done	2021-2022
10.	Name of the Stock Exchange(s) where shares are listed	NSE & BSE
11.	Paid-up Capital	Rs 176.8 Crore
12.	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Byas Anand Byas.anand@dabur.com
13.	Reporting boundary	Disclosures made in this report are on a standalone basis and pertain only to Dabur India Limited

### Products/Services

#### 14. Details of business activities (accounting for 90% of the turnover) –

Description of main activity	Description of business activity	% of turnover
FMCG	Dabur is a Fast-Moving Consumer Goods (FMCG) company and operates in key consumer product categories like hair care, oral care, health care, skin care, home care & food, with product portfolio spreading over 400 trusted products spread across 21 categories and over 1,000 SKUs.	99.3 %

#### 15. Products/services sold by the entity (accounting for 90% of the entity's turnover) –

S. No.	Product/services	NIC Code	% of total turnover contributed
1.	Healthcare	2100	35.9%
2.	Home & Personal Care	2023	47.2%
3.	Food and Beverages	1030	16.9%

### 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	13	11	24
International	8	14	22

#### 17. Markets served –

##### a) Number of locations –

Locations	Number
National (No. of states)	Pan-India
International (No. of countries)	120+

**b) What is the contribution of exports as a percentage of the total turnover of the entity?**

Dabur India Limited exports 2.2% of its production from India to countries outside. We believe in using the local supply chain of the countries we operate in, thereby promoting sustainable production and local employment. 26% of the consolidated revenues of Dabur India Ltd. are from the overseas markets which are housed in Dabur International Ltd.

**c) A brief on types of customers**

Dabur today operates in key consumer products categories like Hair Care, Oral Care, Health Care, Skin Care, Home Care and Foods. Dabur has a large distribution network, with over 3.2 million retail locations and a strong presence in both urban and rural areas. They hold customers who are mostly health-centric and are bent towards ayurvedic products. These natural products offered by Dabur are popular amongst all age groups owing to the quality. A huge segment of their customer base comprises consumers inclined towards traditional herbal products.

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

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Employees</b>						
1.	Permanent (D)	3,828	3,625	94.6%	203	5.4%
2.	Other than permanent (E)	Not Applicable as all employees working in Dabur India Limited are permanent employees.				
3.	Total employees (D + E)	3,828	3,625	94.6%	203	5.4%
<b>Workers</b>						
4.	Permanent (F)	1,294	1,280	99%	14	1%
5.	Other than permanent (G)	3,440				
6.	Total employees (F + G)	4,734	4,720	99%	14	1%

**b) Differently abled employees and workers –**

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Differently abled employees and workers</b>						
1.	Permanent (D)	4	4	100%	0	0%
2.	Other than permanent (E)	Not applicable as all employees working in Dabur India Limited are permanent employees.				
3.	Total (D + E)	4	4	100%	0	0%

**19. Participation/inclusion/representation of women –**

	Total (A)	No. and % of females	
		No. (B)	% (B / A)
Board of Directors	14	1	7%
Key Management Personnel	4	0	0%

**20. Turnover rate for permanent employees and workers -**

	FY 2021-22				FY 2020-21				FY 2019-20			
	Male (A)	Female (B)	Total (C)	% of female (B/C)	Male (A)	Female (B)	Total (C)	% of female (B/C)	Male (A)	Female (B)	Total (C)	% of female (B/C)
Permanent employees	0.22	0.18	0.22	3.3%	0.16	0.12	0.16	2.9%	0.19	0.18	0.19	3.1%
Permanent workers												

**Holding, subsidiary and associate companies (including joint ventures)**

**21. (a) As of March 31, 2022 –**

S. No.	Name	Holdings/ subsidiary/ associate/ joint venture	% of shares held by listed entity
1.	African Consumer Care Limited, Nigeria	Foreign Wholly Owned Subsidiary	100%
2.	Asian Consumer Care Pakistan Pvt. Ltd.*	Foreign Wholly Owned Subsidiary	-
3.	Asian Consumer Care Pvt Ltd., Bangladesh	(Foreign Subsidiary)	76%
4.	Atlanta Body and Health Products Propreitory Limited, South Africa	(Foreign Subsidiary)	100%
5.	Dabur (UK) Ltd., British Virgin Island	(Foreign Wholly Owned Subsidiary)	100%
6.	Dabur Consumer Care (Private) Limited, Sri Lanka	(Foreign Wholly Owned Subsidiary)	100%
7.	Dabur Egypt Ltd., Egypt	(Foreign Wholly Owned Subsidiary)	100%
8.	Dabur International Ltd., Isle of Man	(Foreign Wholly Owned Subsidiary)	100%
9.	Dabur Lanka (Pvt.) Ltd, Sri Lanka	(Foreign Wholly Owned Subsidiary)	100%
10.	Dabur Nepal Pvt. Ltd., Nepal	(Foreign Subsidiary)	97.5%
11.	Dabur Pakistan Pvt. Ltd., Pakistan*	(Foreign Subsidiary)	-
12.	Dabur Pars, Iran	(Foreign Wholly Owned Subsidiary)	100%
13.	Dabur South Africa Pty. Ltd., South Africa	(Foreign Wholly Owned Subsidiary)	100%
14.	Dabur Tunisie, Tunisia**	(Foreign Wholly Owned Subsidiary)	100%
15.	Dermoviva Skin Essentials Inc., USA	(Foreign Wholly Owned Subsidiary)	100%
16.	D and A Cosmetics Proprietary Limited, South Africa	(Foreign Wholly Owned Subsidiary)	100%
17.	Excel Investments (FZC), UAE*	(Foreign Subsidiary)	-
18.	H & B Stores Limited	(Domestic Wholly Owned Subsidiary)	100%
19.	Hair Rejuvenation & Revitalization Nigeria Ltd., Nigeria	(Foreign Wholly Owned Subsidiary)	100%
20.	Healing Hair Lab International LLC, USA	(Foreign Wholly Owned Subsidiary)	100%
21.	Herbodynamics India Limited#	(Domestic Wholly Owned Subsidiary)	100%
22.	Hobi Kozmetik, Turkey	(Foreign Wholly Owned Subsidiary)	100%
23.	Namaste Laboratories LLC, USA	(Foreign Wholly Owned Subsidiary)	100%
24.	Naturelle LLC, UAE	(Foreign Wholly Owned Subsidiary)	100%
25.	RA Pazarlama, Turkey	(Foreign Wholly Owned Subsidiary)	100%
26.	Urban Lab International LLC, USA	(Foreign Wholly Owned Subsidiary)	100%
27.	Forum 1 Aviation Private Limited, India	(Joint Venture)	20%

\* Subsidiary through control by management

\*\* The liquidation of Dabur Tunisie is under process and is likely to be completed by 31 December 2022. The liquidation was earlier expected to be completed by 31 December 2021, but due to certain legal and regulatory compliances under the laws of Tunisia, the completion date was extended.

# Subsequent to the year ended 31 March 2022, Herbodynamics India Limited (HIL) has made an application to the Registrar of Companies, NCT of Delhi & Haryana (ROC), for voluntary striking off the name of HIL, a wholly owned subsidiary, in terms of Section 248 of the Companies Act, 2013. HIL would cease to be a wholly owned subsidiary of the Holding Company post striking off the name by ROC. There would be no material impact on the consolidated financial statements of the Group as HIL did not have any business activity.

**(b) Do the entities indicated in the above table participate in the business responsibility initiatives of the listed entity? (Yes/No)**

No, the subsidiary companies operate in different geographies and conduct their own initiatives as applicable on them

### CSR Details

**22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013 - Yes**

**(ii) Turnover (in ₹) – Rs 10,889 Crore**

**(iii) Net worth (in ₹) – Rs 8,422 Crore**

### Transparency and Disclosure Compliances

**23. Complaints/grievances on any of the principles (principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGBRC) –**

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/No)  If Yes, then provide web-link for grievance redress policy	FY 2021-22		FY 2020-21	
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Number of complaints filed during the year	Number of complaints pending resolution at close of the year
Communities	Yes, Dabur India Limited has a grievance redressal mechanism in place for all of its stakeholders. The processes are set internally and communicated to the stakeholders.	There have been no complaints or grievances received under any of the principles of NGBRC.			
Investors (other than shareholders)					
Shareholders					
Employees and workers					
Customers					
Value chain partners					
Others (violation of code of business conduct and ethics)					

For more information on the processes, please refer to the write up on page numbers 26 to 33 of the Integrated Annual Report 2021-22.

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

Dabur India Limited has conducted its comprehensive materiality assessment in FY 2021-22 to identify their ESG related material topics which have been further categorized into strategic material issues. The main goal in determining the materiality is to understand the issues that are relevant and will impact Dabur's stakeholders and operations over short,

medium and long term. This understanding, in turn, makes ESG strategy and action plan more in tune with stakeholder priorities, and more robust in terms of creating impact and navigating risk.

Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Positive / negative Financial implications
GHG Emissions	Risk	With an increase in the manufacturing capacity - to keep up with the production demand, the GHG emissions will go up.	Using new technology for efficient system to reduce GHG Emissions	Negative – To set up improved and efficient systems and processes to reduce the GHG Emissions.
Waste Management	Opportunity	Dabur has a robust collection and recycling process already in place with an intent to reduce plastic, paper and glass consumption  We also practice conversion of food waste to manure and are able to redirect the waste away from landfill to our use	Better our waste segregation and collection processes to improve the efficiency of the process	Positive – The waste generated is used back in our processes. For most part, Dabur's efforts are channelized towards low waste generation in their operations.
Water Management	Risk	Water being a finite resource will pose a risk to the operations of our business.	Dabur has a community led water management and conservation projects  Rainwater harvesting is being practiced at all manufacturing locations  Reduction in raw water usage in manufacturing	Neutral – No financial implication is foreseen in the near future. We are taking efforts to ensure efficient water management to avoid it becoming an unsolvable issue
Energy Management	Opportunity	Processes and Systems are in place to ensure maximum energy efficiency and this will be continuously improved	Dabur has Solar panels, LEDs, uses bio briquettes as fuel and natural lighting to manage energy efficiently	Positive – Any cost put for improving the energy management system will fetch positive outcomes and reduced cost in the long run
CSR	Opportunity	Need Assessment done prior to project execution gives us the voice and stance of the community along with their consent to operate	Dabur has pioneered on this front	Positive - The benefits our CSR endeavors bring to the community generates goodwill and enhances our reputation thereby having long term financial benefits.

Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Positive / negative Financial implications
Human Rights	Risk	Changing regulations around human rights pose as a challenge	We put in substantial efforts to ensure that no human right violations are ensured in the entire line of our business	Negative – Any violation can lead to severe reputational and financial risk for the organization
Employee Health and Safety	Risk	This can lead to decreased productivity	Many efforts and initiatives have been put in place to ensure employee health and safety. Please refer to Human Capital Section for more updates	Neutral – Any cost put towards employee health and safety will yield positive results in the long term
Labour Practices	Risk	Changing regulations around labour practices pose as a challenge	We put in substantial efforts to ensure that we comply with all requirements of labour law and do beyond it as well.	Negative – Workplace incidents related to employee's health and safety can result in-to the cost of high litigation, plants shutdown, survivor benefits, and bad press and fines from the regulators
Climate Change Strategy	Risk	Climate Change can have adverse impact on our business and not having a correct strategy or its right implementation will severely affect the business continuity	Having a specific, measurable and smart approach towards climate change shall ensure the long-term sustainability of our business	Negative – Cost undertaken to mitigate the impact of climate change
Biodiversity	Opportunity	Our business thrives and flourishes due to the rich biodiversity access we have. Dabur has been able to utilize this for creating the best blend of science and ayurveda.	We will continue fostering and bettering the biodiversity reserves from the regions wherein we operate.	Positive - Any cost we incur for the prevention and protection of the biodiversity will yield positive results for our business



Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Positive / negative Financial implications
Supply Chain Management	Opportunity	Setting up a resilient supply chain has helped us in business continuity in adverse times including COVID. Our supply chain has also ensured us to have competitive pricing and pass on its benefit to our consumers without any business disruptions. Please read more in Manufactured Capital on Page 54 of the Integrated Annual Report 2021-22.	Our business continuity plan and risk management plan has covered all foreseeable risks in our supply chain with measures already underway to address those	Positive – Building resilience in our supply chain has helped us fetch long term results
Consumer Welfare	Opportunity	To distinguish ourselves as market leaders and most the preferred consumer brand	Dabur has established strong market connects and build legacy brands that ensure consumer welfare is ensured	Positive – Goodwill amongst consumers will convert into product sales
Governance	Opportunity	To build upon our organizational strategy for championing success	Strong leadership and our resilient execution teams	Positive – In transforming our business and leveling it up
Product Life cycle Assessment	Opportunity	This will enable us to understand the overall environmental impact of our products and chalk out effective mitigation action plans in case of any negative environmental impact	Dabur has conducted Life Cycle Assessment of the products in the past. The approach is to conduct such assessments for the entire product range in future.	Positive - Any cost we incur to conduct the Life Cycle Assessment will yield positive results for us in the long run
Raw Material Sourcing	Risk	Our raw materials are very critical to the kind of products we manufacture and are specific to certain geographies. The environmental risk due to changing climatic conditions may pose a risk to our raw materials and their availability	Capitalize on our RnD to look for substitutes of particular raw materials in instances of unavailability	To be gauged - The implications of this could swing either ways depending on the mitigation approach we take in future.

**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 NGRBC principles and core elements

S. No.	Principle Description
P1	Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive to all their stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web-link of the policies, if available	<ol style="list-style-type: none"> <li>1. Code of Ethics and Conduct: <a href="https://www.dabur.com/img/upload-files/165-codeofconductslidesnew.pdf">https://www.dabur.com/img/upload-files/165-codeofconductslidesnew.pdf</a></li> <li>2. Whistle Blower and Protection Policy: <a href="https://www.dabur.com/img/upload-files/164-Direct-Touch-1.4.2021.pdf">https://www.dabur.com/img/upload-files/164-Direct-Touch-1.4.2021.pdf</a></li> <li>3. Code for Disclosure of Unpublished Price Sensitive Information: <a href="http://dabur.com/img/upload-files/39-code-of-corporatedisclosure.pdf">http://dabur.com/img/upload-files/39-code-of-corporatedisclosure.pdf</a></li> <li>4. Policy on Related Party Transactions: <a href="http://dabur.com/img/upload-files/1135-policy-on-related-party-transactions.pdf">http://dabur.com/img/upload-files/1135-policy-on-related-party-transactions.pdf</a></li> <li>5. Policy on Disclosure of Material Events and Information: <a href="http://dabur.com/img/upload-files/46-policy-on-disclosure-ofinfo-under-listing-regulations.pdf">http://dabur.com/img/upload-files/46-policy-on-disclosure-ofinfo-under-listing-regulations.pdf</a></li> <li>6. Prevention of Sexual Harassment of women at workplace <a href="http://pulse.dabur.com/rvw/document/portlet/policies_264116_13742.doc">http://pulse.dabur.com/rvw/document/portlet/policies_264116_13742.doc</a></li> <li>7. Dividend Distribution Policy: <a href="http://dabur.com/img/upload-files/166-dividend-distribution-policy.pdf">http://dabur.com/img/upload-files/166-dividend-distribution-policy.pdf</a></li> <li>8. Investors Policy: <a href="http://www.dabur.com/img/upload-files/40-investors-policy-2013.pdf">http://www.dabur.com/img/upload-files/40-investors-policy-2013.pdf</a></li> <li>9. Policy on Rights of Shareholders: <a href="http://www.dabur.com/in/en-us/investor/investor-information/shareholder-services/shareholder-rights">http://www.dabur.com/in/en-us/investor/investor-information/shareholder-services/shareholder-rights</a></li> <li>10. Shareholder Services: <a href="http://www.dabur.com/in/en-us/investor/investor-information/shareholder-services">http://www.dabur.com/in/en-us/investor/investor-information/shareholder-services</a></li> <li>11. CSR Policy: <a href="https://www.dabur.com/img/upload-files/1136-Dabur-India-Ltd-CSR-Policy-2020.pdf">https://www.dabur.com/img/upload-files/1136-Dabur-India-Ltd-CSR-Policy-2020.pdf</a></li> <li>12. Occupational Health, Safety and Environment policy: <a href="http://www.dabur.com/img/upload-files/310-ohse-policy.pdf">http://www.dabur.com/img/upload-files/310-ohse-policy.pdf</a></li> </ol>								

Disclosure questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes								
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) mapped to each principle. <ul style="list-style-type: none"> <li>Forest Stewardship Council</li> <li>Rainforest Alliance</li> <li>ISO270001</li> <li>OHSAS</li> </ul>									
5. Specific commitments, goals, and targets set by the entity	<ul style="list-style-type: none"> <li>Aim to be carbon neutral by 2040.</li> <li>Aim to become water positive by 2030, through a series of programs aimed at creating a positive water balance within operations and in communities</li> <li>Aim to achieve zero plastic waste by 2023</li> <li>Zero hazardous waste to landfills by 2025</li> <li>Aim to create circularity in value chain to achieve positive balance by 2030</li> <li>100% packaging material to be made from reusable materials by 2025</li> <li>Aim to achieve no net loss to biodiversity by 2030</li> </ul>								
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	Dabur has set ESG targets in FY 2021-22. Performance of the Company on the individual targets will be reported in the next reporting year								

## Governance, leadership and oversight

### 7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure) –

Shah Rukh Khan – (ED : Operations)

We are making concerted efforts towards building a brighter future that transcends beyond the mainstream approach of profitability to sustainability, inclusivity, and prosperity. It has been our long-standing belief that sustainability and growth go hand in hand and an organization's long-term success is to a great extent determined by how proactively it responds to its environmental, social, and governance dimensions. As a result, we have taken thoughtful measures to combat inequalities within and beyond the organization, earn and retain the trust of our stakeholders, and build a greener tomorrow. We believe in leading by example and delivering solutions in the form of leading, sustainable, and trustworthy products in our field, thus building a stronger brand

### 8. Details of the highest authority responsible for implementation and oversight of the business responsibility policy/policies

Chief Executive 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.

No. A suitable committee shall be formed in 2022-23 to take decisions on sustainability-related issues.

**10. Details of review of NGRBCs by the company –**

Subject for review	Indicate whether the review was undertaken by Director/committee of the board/ any other committee									Frequency (Annually/ half-yearly/ quarterly/ any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	The policies are reviewed quarterly								
Compliance with statutory requirements of relevance to the principles, and, the rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	The compliance is checked quarterly. And policies are updated as and when required								

**11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency**

P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
NO	NO	NO	NO	NO	NO	NO	NO	NO

**12. If answer to question (1) above is “No” i.e., not all principles are covered by a policy, reasons to be stated –**

Not Applicable

## SECTION C – PRINCIPLE WISE PERFORMANCE DISCLOSURE

**Principle 1: Businesses 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	% of persons in respective category covered by the awareness programmes
Board of directors	0		Not Applicable
Key managerial personnel	8	The following topics are covered under the training program: 1. POSH 2. Fundamentals of Digital Marketing Workshops 3. Digital Marketing certification program by Google Digital Garage 4. Health Awareness sessions with external expert 5. Career Development centers with External Agency for key talent 6. Marketing Skill Building for Sales leadership 7. Sales Leadership Development Programs for Zonal Sales Heads 8. Mental Wellness/EAP sessions.	Not Applicable
Employees other than BoD and KMPs	1	The following topics are covered under the training program: 1. POSH 2. Women Leadership Development Programs 3. First Time Manager Program on external edtech platform 4. Fundamentals of Digital Marketing Workshops 5. Health Awareness sessions with external expert 6. Virtual Career Development Centres with External Agency	Not Applicable
Units	1	Mental Wellness/EAP sessions are conducted	Not Applicable

**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 FY21.**

Types	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred (yes/no)
Penalty/ Fine	P2	ADM Court, Sawai Madhopur (Raj)	50,000/-	Coconut oil declared substandard by public analyst	No
Settlement	Not Applicable				
Compounding fee	P2	Asst Comm. Legal Metrology Dept. Bulandsahar (UP)	1,00,000/-	Less weight in Red Paste pack	No
Non-monetary fines or penalties have not been paid by Dabur.					

**3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision are preferred in cases where monetary or non-monetary action has been appealed –**

Case details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not applicable	

**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.**

Though Dabur does not have a dedicated anti-corruption or anti-bribery policy, its operations are governed as per the Code of Ethics & Conduct. The document is applicable to all the employees who must abide by the values of the company. The code compels the employees to be ethical, accountable and transparent in their day-to-day office work and addresses issues beyond corruption and bribery. It also lays down additional provisions for the board members as well as Key Management Personnel (KMP) for compliance with the code.

Link to Dabur's Code of Ethics & Conduct: <https://www.dabur.com/img/upload-files/165-codeofconductslidesnew.pdf>

Apart from the Code of Ethics & Conduct, Dabur also has a legacy in-house vigilance mechanism for whistleblower protection called Direct Touch. The platform enables both internal and external stakeholders to eliminate malpractices from the organization.

Link to Dabur's Direct Touch initiative: <https://www.dabur.com/img/upload-files/164-Direct-Touch-1.4.2021.pdf>

**5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption –**

No such actions have been taken against our Directors/KMPs/employees/workers both for FY 20-21 and FY 21-22

**6. Details of complaints with regard to conflict of interest –**

No complaints have been received in relation to issues of Conflict of Interest of the Directors and in relation to issues of Conflict of Interest of the KMPs both for FY 20-21 and FY 21-22

**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 conflicts of interest.**

Not Applicable

## 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 product and processes' environmental and social impacts to total R&D and capex investments made by the entity, respectively**

1.5% of the total Capex investments and 0.5% of the total R&D expenditure is made towards ESG inclined technologies.

- 2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No) –**

The Company has a supply chain policy in place which provides guidance on sustainable sourcing. At an all-India level, preference is always given to sourcing from local suppliers.

- b. If yes, what percentage of inputs were sourced sustainably?**

22.6% of the material spend was sourced locally (within states)

- 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.**

Dabur engages with certified e-waste handlers for disposal of e-waste. The Company receives disposable and re-cycling certificates from the respective e-waste vendors.

Plastic waste is recycled through EPR and hazardous waste gets disposed of through certified vendors. In case of other waste which includes food waste, it gets converted to manure

- 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 EPR plan submitted to Pollution Control Boards?**

Yes, Dabur is 100% compliant and is today a Plastic Waste Neutral enterprise. Please refer to write up in Natural Capital on page 72 of the Integrated Annual Report 2021-22. Dabur submits its EPR plan to the Central Pollution Control Board.

### Leadership Indicators

- 1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

Refer Natural Capital section of Integrated Report FY 2021-22

- 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 / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

No risks have been identified

- 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)?**

16.3% of packing material

**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 –**

Category	% of employees covered by										
Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities		
	Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)	
<b>Permanent Employee</b>											
Male	3,625	3,625	100%	3,625	100%	-	-	3,621	100%	-	-
Female	203	203	100%	203	100%	203	100%	-	-	203	100%
<b>Total</b>	<b>3,828</b>	<b>3,828</b>	<b>100%</b>	<b>3,828</b>	<b>100%</b>	<b>203</b>	<b>5.30%</b>	<b>3,621</b>	<b>94.59%</b>	<b>203</b>	<b>5.30%</b>

**b. Details of measures for the well-being of workers –**

Category	% of employees covered by										
Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities		
	Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)	
<b>Permanent Employee</b>											
Male	1,280	1,280	100%	1,280	100%	-	-	1280	100%	-	-
Female	14	14	100%	14	100%	14	100%	-	-	14	100%
<b>Total</b>	<b>1,294</b>	<b>1,294</b>	<b>100%</b>	<b>1,294</b>	<b>100%</b>	<b>14</b>	<b>1.08%</b>	<b>1,280</b>	<b>98.9%</b>	<b>14</b>	<b>1.08%</b>

Non-Permanent Workers – Non-Permanent workers in Dabur's Plants are contracted via a 3<sup>rd</sup> party and the responsibility related to the information shared above lies with the contractor. Dabur ensures that the contractors meet the statutory requirements.

**2. Details of retirement benefits-**

	FY 2021-22			FY 2020-21		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority
PF	100%	100%	Yes	Yes	100%	Yes
Gratuity	100%	100%	Yes	Yes	100%	Yes
ESI	100%	100%	Yes	Yes	100%	Yes
Others, please specify	NA					



3. **Accessibility of workplaces** - Yes, the offices of Dabur are accessible to all its employees including persons with disabilities.
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.**

The Code of Conduct provides guidance to be fair and act against discrimination. Discrimination on the basis of race, sex, religion, age, disability, national origin, or other such factors is an explicit violation of this code.

<https://www.dabur.com/img/upload-files/165-codeofconductslidesnew.pdf>

5. **Return to work and Retention rates of permanent employees and workers that took parental leave –**

	permanent employee		permanent worker	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

(If Yes, then give details of the mechanism in brief)	
Permanent workers	The Company has a whistle blower and Protection policy in place which provides guidance to raise a complaint in case of any concerns. There is a dedicated team under the direct touch initiative to address the complaints.
Other than permanent workers	Not Applicable. Non-permanent workers on Dabur Plants are contracted via a 3 <sup>rd</sup> party and their grievance redressal mechanism rests with the contractors. Dabur ensures that all norms and regulations while working on plants are met.
Permanent employees	The Company has a whistle blower and Protection policy in place which provides guidance to raise a complaint in case of any concerns. There is a dedicated team under the direct touch initiative to address the complaints.
Other than permanent employees	Not Applicable. All Employees working in Dabur India Limited are permanent employees.

7. **Membership of employees and workers in association(s) or Unions recognized by the listed entity –**

	FY 2021-22			FY 2020-21		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (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)	% (D / C)
<b>Total Permanent Employees</b>	3,828	0	0%	3,776	0	0%
Male	3,625	0	0%	3,596	0	0%
Female	203	0	0%	180	0	0%
<b>Total Permanent Workers</b>	<b>1,294</b>	<b>73</b>	<b>6%</b>	<b>1,292</b>	<b>75</b>	<b>6%</b>
Male	1,280	73	6%	1,277	75	6%
Female	14	0	0%	15	-	-

## 8. Details of training given to employees and workers –

Category	FY 2021-22					FY 2020-21				
	Total (A)	On Health and safety measures		On Skill upgradation		Total	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
Male	371	258	70%	257	69%	364	246	68%	170	47%
Female	9	8	89%	8	89%	9	9	100%	8	89%
<b>Total</b>	<b>380</b>	<b>266</b>	<b>70%</b>	<b>265</b>	<b>70%</b>	<b>373</b>	<b>255</b>	<b>68%</b>	<b>178</b>	<b>48%</b>
<b>Workers</b>										
Male	1,043	755	72%	769	74%	1,018	640	63%	586	58%
Female	1	1	100%	1	100%	1	1	100%	1	100%
<b>Total</b>	<b>1,044</b>	<b>756</b>	<b>72%</b>	<b>770</b>	<b>74%</b>	<b>1,019</b>	<b>641</b>	<b>63%</b>	<b>587</b>	<b>58%</b>

## 9. Details of performance and career development reviews of employees and workers –

	FY 2021-22			FY 2020-21		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	3,625	3,625	100%	3,596	3,596	100%
Female	203	203	100%	180	180	100%
<b>Total</b>	<b>3,828</b>	<b>3,282</b>	<b>100%</b>	<b>3,776</b>	<b>3,776</b>	<b>100%</b>
<b>Workers</b>						
Male	1,280	1,280	100%	1,277	1,277	100%
Female	14	14	100%	15	15	100%
<b>Total</b>	<b>1,294</b>	<b>1,294</b>	<b>100%</b>	<b>1,292</b>	<b>1,292</b>	<b>100%</b>

## 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, what is the coverage of such a system?

The Company has implemented OHSAS 18001 for the health and well-being of its employees. Awareness sessions are conducted on safety related aspects for the employees. Training related to Hazard Analysis Critical Control Point (HACCP) and Total Productive Maintenance are also provided.

The Company is focused on both, the physical and mental well-being of its employees and has organized various programs and discussions with well-being experts and medical practitioners

## b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

- Gemba walk
- Hazard identification & Risk assessment with Shop floor people
- Internal & External audit
- Why-why analysis
- Work permit system
- Near miss reporting system
- Work zone monitoring, analysis of Noise assessment

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.**

Yes, the Company has processes for workers to report the work-related hazards and to remove themselves from such risks.

**d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services?**

Yes, the employees of Dabur have access to non-occupational medical and healthcare services.

**11. Details of safety related incidents, in the following format –**

Safety Incident/Number	Category	FY 2021-22	FY 2020-21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employee	0.21	0.24
	Worker		
Total recordable work-related injuries	Employee	0.097	0.292
	Worker		
no. of fatalities	Employee	zero	zero
	Worker	zero	zero
High consequence work-related injury or ill-health (excluding fatalities)	Employee	zero	zero
	Worker	Zero	zero

**12. Describe the measures taken by the entity to ensure a safe and healthy workplace –**

Dabur emphasises on the importance of maintaining a safe and healthy workplace for all its employees. The Company has started a Health and Support Wellness program where it offers a range of reliable self-help resources. Additionally, the Company offers personalized help from professional counselors such as psychological counselor supporting physical health, mental health and e-workshops on topics like parenting, relationship etc.

Post Covid-19, Dabur created a flexible work schedule for its employees, with work from home options present. This ensures the employees can dedicate their time efficiently towards their personal wellbeing and professional work. Moving forward, Dabur has formulated SOPs to make it a standardized process in the offices.

The Company conducts awareness sessions covering safety aspects. Trainings related to Hazard Analysis Critical Control Point (HACCP) and Total Productive Maintenance are provided. During the year, there were no fatalities of any employee whilst on duty.

**13. Number of complaints on the following made by employees and workers –**

	FY 2021-22			FY 2020-21		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

**14. Assessments for the year**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

**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**

Against the backdrop of the pandemic, the Company has been following standard operating procedures to comply with state/local level regulations and ensure safety and hygiene protocols and necessary social distancing is being followed by employees and contractors in the offices and manufacturing plants.

During the reporting period, the company reported no fatalities of any employee whilst on duty.

## PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

### Essential Indicators

#### 1. Describe the processes for identifying key stakeholder groups of the entity.

Any individual or group of individuals or institution that adds value to the business chain of the Corporation is identified as a core stakeholder. Dabur India Limited has recognized both, internal stakeholder which includes employees and leadership and external stakeholder which includes external channels such as regulators, investors and community.

Dabur has conducted a full-fledged materiality assessment which involves a process of stakeholder engagement. The company reached out to various groups of identified stakeholders through one on one calls with investors and supply partners, questionnaire dissemination with the employees and gauged their view.

#### 2. List stakeholder groups identified as key for your entity and the frequency of 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
Employees	N	Email, notice board, intranet	Regularly	RnR + Talent management + new opps + CSR & Sustainability updates
Community	Y	Comm meetings, pamphlets	Regularly	Need assessment + dev prog + IA
Suppliers	N	Email, website,	Regularly	Query and grievance redressal, SCM
Investors or external channels	N	Email, sms, ads, website, newspaper	Regularly	General updates + NPDs + Queries + Business Performance + ESG Updates + Events & Activations (campaigns & announcement)
Shareholders	N	Email, ads, website, newspaper	Quarterly	Dividend Updates + Bus Performance + Sustainability announcements

### 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.

We maintain a constant and proactive engagement with our key stakeholders that enables us to communicate our strategy and performance. We practice continuous communication and engagement to align expectations. The board is regularly aligned on various developments and feedback on the same is sought from them.

#### 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 the policies and activities of the entity.

Yes, the stakeholder engagement included consultation of ESG topics. The materiality assessment conducted identified a list of material topics that are the most relevant and applicable for Dabur and actions are to be taken on them. We ensure that we take inputs received from stakeholders and integrate them into our processes and policies

#### 3. Provide details of instances of engagement with, and actions are taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

Dabur conducts need assessments in the communities it operates in prior to starting the projects there. All our projects involve active stakeholder consultations and engagements to understand their stance and address their concerns.

## PRINCIPLE 5 : BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

### Essential Indicators

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

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	3,828	3828	100%	3,776	3,776	100%
Workers						
Permanent	1,294	3828	100%	1,292	1,292	100%

**Note:** Currently, we have a Code of Conduct and Policy on Sexual Harassment in place which covers the aspects of human right. The employees are mandated to abide by these policies before joining the company. Additionally, extracts of the Factory Act prohibiting child/bonded Labour and minimum wages are displayed in factory premises for perusal of all direct/indirect employees.

2. Details of minimum wages paid to employees and workers –

	FY 2021-22					FY 2020-21				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (B)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
Permanent	3,828	0	0%	3,828	100%	3,778	0	0%	3,778	100%
Male	3,625	0	0%	3,625	100%	3,598	0	0%	3,598	100%
Female	203	0	0%	203	100%	180	0	0%	180	100%
Other than Permanent	NA. All Employees working in Dabur India Limited are permanent employees.									
<b>Workers</b>										
Permanent	1,294	0	0%	1,294	100%	1,292	0	0%	1,292	100%
Male	1,280	0	0%	1,280	100%	1,277	0	0%	1,277	100%
Female	14	0	0%	14	100%	15	0	0%	15	100%
Other than Permanent	4,719	4,719	100%	0	0	5,410	5,410	100%	0	0
Male	4,719	4,719	100%	0	0	5,410	5,410	100%	0	0
Female	0	0	0	0	0	0	0	0	0	0%

3. Details of remuneration/salary/wages –

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	15	22.40 Lacs	1	8 Lacs
Key Managerial Personnel	2	1.69 Cr	0	-
Employees other than BoD and KMP	3,617	6.30 Lacs	201	9.66 Lacs
Workers	1,245	3.88 Lacs	13	5.88 Lacs

**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, the Company has a team in place under the direct touch initiative to address human rights issues. In addition to this, the Chairman of the Audit Committee is responsible for addressing any human rights issues caused or contributed by the business.

**5. Describe the internal mechanisms in place to redress grievances related to human rights issues.**

At Dabur, guidance on human rights issues is covered as a part of its Code of Conduct. The Company has a Whistle Blower and Protection Policy that allows and encourages its stakeholders to raise concerns about the violations against the Code of Conduct. Any concerns reported are addressed by the direct touch team. Additionally, employees can report issues to the Chairman of the Audit Committee.

**6. Number of complaints on the following made by employees and workers:**

	FY 2021-22			FY 2020-21		
	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	1	0				
Discrimination at workplace	No complaints have been received under these categories					
Child Labour						
Forced Labour/Involuntary Labour						
Wages						
Other human rights related issues						

**7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.**

The Whistle Blower & Protection policy mentions a clause on confidentiality of complainant/ Protection against victimization. It states that the disclosures of wrongful conduct are submitted on a confidential basis or submitted anonymously. Such disclosures are confidential to the extent possible, convenient with the need to conduct an adequate investigation. The company takes stringent actions against any director, supervisor or employee found to have so violated this clause.

**8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes, human rights requirements form a part of the Company's business agreements and contracts

**9. Assessments of the year**

	% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child labour	None
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

**10. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 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 –

Parameter	Unit	FY 2021-22	FY 2020-21
Total electricity consumption (A)	GJ	2,41,043.6	219,537
Total fuel consumption (B)	GJ	5,48,064.4	498,794.7
Energy consumption through other sources (C)	GJ	0	0
Total energy consumption (A+B+C)	GJ	789,108	718,368
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	GJ/INR	0.0096	0.0099

No independent assurance has been done for data verification.

#### 2. 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? (Y/N) 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

#### 3. Provide details of the following disclosures related to water -

Parameter	Unit	FY2021-22	FY2020-21
(i) Surface water	cubic meters	0	0
(ii) Groundwater	cubic meters	9,70,021.87	9,44,628.50
(iii) Third party water	cubic meters	0	0
(iv) Seawater / desalinated water	cubic meters	0	0
(v) Others	cubic meters	0	0
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>cubic meters</b>	<b>9,70,021.87</b>	<b>9,44,628.5</b>
Total volume of water consumption (in kilolitres)	cubic meters	5,77,594	6,07,282.10
Water intensity per rupee of turnover (Water consumed / turnover)	cubic meters/INR	0.007	0.008
Water intensity (optional) – the relevant metric may be selected by the entity	cubic meters/units	1.45	1.69

No independent assurance has been done for data verification.

#### 4. Has the entity implemented a mechanism for zero liquid discharge? If yes, provide details of its coverage and implementation -

As of now, the company does not have any Zero Liquid Discharge (ZLD) facility. However, Dabur has undertaken a Zero Liquid Discharge strategy with a short-term target of transforming one manufacturing location into ZLD facility by 2026 and long-term target of converting all manufacturing plants to ZLD facilities by 2030. This strategy is in line with company's goal to become water positive by 2030.

#### 5. Please provide details of air emissions (other than GHG emissions) by the entity -

Parameter	Unit	FY 2021-22	FY 2020-21
SOx	kg	61	57

No independent assurance has been done for data verification.

**6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity -**

Parameter	Unit	FY 2021-22	FY 2020-21
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	15,427	13,621
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	49,758	46,261
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO <sub>2</sub> equivalent	0.00079	0.00083
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO <sub>2</sub> equivalent	0.164	0.167

No independent assurance has been done for data verification.

**7. Does the entity have any project related to reducing greenhouse gas emission? If Yes, then provide details.**

Dabur has taken several initiatives to increase energy efficiency and reduce emissions. Some of the initiatives taken in FY 2021-22 are as follows:

Sr. No.	Steps taken on conservation of energy	Power Saving (KWH)	Cost Saving (Rs. Lacs)	Capital Investment (Rs. Lacs) on energy conservation equipments
1	Switchover to LED lights and power factor close to 0.99 across all the units	2,92,578	36.17	21.82
2	IOT based energy saving project in HVAC Plant through controlling frequency of AHUs & chilled water valve control.	10,12,370	67.63	229.85
3	Usage of Herbal Waste in Boiler as Fuel		88.42	1.78
4	Energy saving in air compressors with air manager, VFD and heat recovery systems	3,48,000	25.50	73.76
5	Solar power plant installation - 357 KWp	6,22,800	0.14	4.80
6	Introduction of VFD based Rotary Screw Compressor	2,640	3.01	10.43
7	Flow meter for monitoring Steam Area Wise			15
8	Usage of VFD in motors, pumps, packing & manufacturing equipment in plants	1,57,800	11.51	2.40
9	Using Steam in DHU in place of Electrical Heater	1,72,800		0.50
10	NPFC Panel Installation	6,000	0.50	11.68
11	Specialized energy efficient burner were installed for cooking the food in canteen instead of normal burner, to reduce the gas consumption - Average Saving - 30%		4.28	0
12	Energy Saving - High capacity pump replaced by low capacity pumps (Motor load reduced from 7.5 HP to 5 HP)	2,105	0.18	0
13	Usage of Level controllers, Timers & Interlocking systems with operational equipment's	2,720	0.24	0
14	Reuse of 41KL RO Reject water by collecting water in Pit and transferring it for cleaning purpose with Pump	2,856	0.25	0



The company understands that technology plays a key role in emissions reduction. Some of the initiatives taken for digital integration in FY 2021-22 are as follows:

S. No.	Steps taken on Technology Absorption	Product improvement, cost reduction, product development or import substitution	Investment (Rs. Lacs)	Unit Name
1	New technology for capping and pump fitting of spray bottle (Product - Cleanser)	For cost reduction by reducing manual activity	25	Jammu
2	Hot Air Oven	For testing of bottle leakage & label adhesive test for Pkg materials	2.7	Jammu
3	Automatic Jar Orientation with Jar Elevator & Hopper for Fem 8gm	Product Packaging improvement - elimination of manual activity	9.40	Jammu
4	High pressure jet pump with hot water provision	At present tank cleaning activity is done with the help of water at normal pressure and temperature which is not advisable as per GMP Standards. Hence, it is proposed to procure High pressure washer to achieve hygienic and effective cleaning.	2	Jammu
5	Introduction of Vision Camera in Honey Packing Line for detection of FBC and checking of proper coding.		28.00	Narendrapur
6	Introduction of Greener fuel 'LPG' for Boiler		60.00	Narendrapur
7	IOT Project on HVAC	Cost reduction of Rs. 48 Lacs	126.42	Pantnagar
8	Case Erector	Going On	50.74	Pantnagar
9	Shampoo Sachet machine 50 cut per min( M/S Akash ) to 120 cut per minute ( M/S Shubham )	Product improvement – Shampoo sachet machine M/S Shubham	410	Pantnagar
10	Online OEE Monitoring system in 4 packing lines (Internet of Thing) through local based server based system.	OEE will get monitor in real time and loss will get captured	125	Tejpur
11	New High speed packing lines in RTP section.	High efficiency, less wastage	832	Tejpur
12	TTO printer used in place of CIJ printer which results in manpower saving and also improve the printing quality.	Quality of Printing improved and less downtime	10	Tejpur
13	Pick and place shrink bundling machine in Amla lines.	Falling of Bottles in shrink bundling get reduced and line efficiency improved which in turn reduces wastages.	80	Tejpur
14	Auto Sleeve Applicator and Tunnel	Sleeving online to reduce the 4 manpower per shift, Cost Saving Rs.1964/- per Shift (4 Nos of Manpower per shift x Rs.491 per Manpower)	14.09	Silvassa

S. No.	Steps taken on Technology Absorption	Product improvement, cost reduction, product development or import substitution	Investment (Rs. Lacs)	Unit Name	
15	Pigging system for TP	Save 42kg Toothpaste per changeover cycle , Cost Saving Rs.4000/- per cycle	50.33	Silvassa	
16	Bundling & cartoner machine	8 manpower saving per shift, Cost Saving Rs.3928/- per Shift (8 Nos of Manpower per shift x Rs.491 per Manpower)	76.59	Silvassa	
17	Auto pack Thailand make Auto collator machine for Double matrix of AMLA 30 ML & 45 ML SKU	Saving in PM (Shrink sleeve)	109	Baddi	
18	Upgradation of PLC & HMI into SCADA system for briquette boiler operation. As the old HMI software system has been obsolete & further support on the same has not been provided by Forbes Vyncke.	It provides real time data & troubleshooting can also be possible from remote support.	12.32	Baddi	
19	HVAC- VRV System was installed to maintain the temperature automatically and reduce the running hours of compressor instead of fixed type/Manual HVAC System	Cost Saving	48.79	Sahibabad	
20	Specialized energy efficient burner were installed for cooking the food in canteen instead of normal burner, to reduce the gas consumption - Average Saving - 30%	Cost Saving	0	Sahibabad	
21	Installation and commissioning of 2 nos of high capacity kettles	Improved Production, Quality, Consistency of Product and capacity	54.00	Katni	
22	Installation and commissioning of Back-filter system as per PCB guidelines - step towards environmental benefits	Compliance of flue gasses parameters as per PCB requirements with reduction of Sox, Nox in outlet Air from Boiler chimney	31.49	Katni	
23	Use of Bearing Heater in Maintenance activities	Improved Maintenance management with increase in MTBF and reduction in Bearing failure	2.58	Katni	
24	Enhanced productivity through – Batch size increase and Vacuum Concentrator	17% more production from same asset		Indore Project	GF
25	Steam exhaust and ventilation system in the Process Area	First installation to resolve issues due to steam in the environment		Indore Project	GF
26	Seed Dispersal via automated Conveyor and Hopper Mechanism	First such installation to handle collection and disposal of Amla seeds		Indore Project	GF
27	Auto removal of Leaves & plant residue	Proper segregation of leaves and residue removal		Indore Project	GF

8. Provide details related to waste management by the entity, in the following format -

Parameter	Unit	FY 2021-22	FY 2020-21
Plastic waste (A)	MT	1,735.37	1,589.68
E-waste (B)	MT	0	0
Bio-medical waste (C)	MT	0	0
Construction and demolition waste (D)	MT	0	0
Battery waste (E)	MT	0	0
Radioactive waste (F)	MT	0	0
Other Hazardous waste. Please specify, if any. (G)	MT	0	0
ETP Sludge	MT	289.63	286.69
Used Oil	MT	3.21	3.88
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)			
Solid Waste	MT	12,520.10	11,733.86
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>MT</b>	<b>14,548.31</b>	<b>13,614.10</b>

**For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)**

Category of waste	
(i) Recycled	Dabur has incorporated circular economy concepts in its value chain. However, the company is in process of establishing a data collection, tracking and monitoring system to formally report on the requirement.
(ii) Re-used	
(iii) Other recovery operations	
<b>Total</b>	

**For each category of waste generated, total waste disposed of by nature of disposal method (in metric tonnes)**

Category of waste	
(i) Incineration	Dabur's waste management system consists of proper disposal of waste. However, the company is in the process of establishing a data collection, tracking and monitoring system to formally report on the requirement.
(ii) Landfilling	
(iii) Other disposal operations	
<b>Total</b>	

No independent assurance has been done for data verification.

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce the usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Dabur's waste management systems are well defined to manage operational waste. Our plastic waste management processes are in line with Plastic Waste Management (PWM) EPR (Extended Producer Responsibility) guidelines under PWM Rule 2016. Dabur collects, processes and recycles the same amount of plastic waste that Dabur sells in its product packaging in a year, thereby becoming a 'Plastic Waste Neutral' enterprise. Though the company generates low volumes of hazardous waste compared to non-hazardous waste, it has systems in place for safe collection, transportation and disposal of the same.

**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 –**

Dabur does not have any offices or operational sites in the vicinity of any ecologically sensitive area.

S. 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.
None			

**11. Details of Environmental Impact Assessments of projects undertaken by the entity based on applicable laws, in the current financial year –**

Dabur has not done any environmental impact assessment in FY 2021-22. However, for its Indore project, the Company submitted its own application with all the environmental impact to the Pollution Control Board (PCB) for getting “consent to Establish” and “consent to operate”. The Company has got approvals from PCB for both requests before its plant start-up.

**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 there under (Y/N). If not, provide details of all such non-compliances –**

The company is in compliance with all the environmental regulations of the country. There have been no incidents of non-compliance from Dabur’s end related to the environment in FY 2021-22.

### Leadership Indicators

**1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources:**

Parameter	Unit	FY 2021-22	FY 2020-21
<b>From renewable sources</b>			
Total electricity consumption (A)	GJ	4,334.7	4,126.1
Total fuel consumption (B)	GJ	4,22,258.1	3,75,431.0
Energy consumption through other sources (C)	GJ	0	0
Total energy consumption (A+B+C)	GJ	4,26,592.8	3,79,557.1
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	GJ/INR	0.0052	0.0052
<b>From non-renewable sources</b>			
Total electricity consumption (A)	GJ	2,36,708.9	2,15,447.0
Total fuel consumption (B)	GJ	1,25,806.4	1,23,363.7
Energy consumption through other sources (C)	GJ	0	0
Total energy consumption (A+B+C)	GJ	3,62,515.3	3,38,810.6
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	GJ/INR	0.0044	0.0047

No independent assurance has been done for data verification.

**2. Provide the following details related to water discharged:**

Parameter	Unit	FY 2021-22	FY 2020-21
Water discharge by destination and level of treatment (in kiloliters)			
(i) To surface water	cubic meters	2,26,820.9	1,96,979.4
No treatment (TDS $\geq$ 1000mg/l)	cubic meters	1,43,094.9	1,24,854.4
With treatment (TDS $\leq$ 1000mg/l)	cubic meters	83,726	72,125
(ii) To groundwater	cubic meters	0	0
No treatment (TDS $\geq$ 1000mg/l)	cubic meters	0	0
With treatment (TDS $\leq$ 1000mg/l)	cubic meters	0	0
(iii) To sea water	cubic meters	0	0
No treatment (TDS $\geq$ 1000mg/l)	cubic meters	0	0
With treatment (TDS $\leq$ 1000mg/l)	cubic meters	0	0
(iv) Sent to third parties	cubic meters	1,65,606	1,40,367
No treatment (TDS $\geq$ 1000mg/l)	cubic meters	68,403	61,151
With treatment (TDS $\leq$ 1000mg/l)	cubic meters	97,203	79216
(v) Others	cubic meters	0	0
No treatment (TDS $\geq$ 1000mg/l)	cubic meters	0	0
With treatment (TDS $\leq$ 1000mg/l)	cubic meters	0	0
<b>Total water discharged (in kiloliters)</b>	<b>cubic meters</b>	<b>3,92,426.9</b>	<b>3,37,346.4</b>

No independent assurance has been done for data verification.

**3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):**

**Water stressed locations:** Sahibabad, Rudrapur 1050, Rudrapur 1055, Baddi 04, Narendrapur, Alwar, Newai

**Total number of water-stressed sites:** 7

Parameter	FY2021-22	FY2020-21
Water withdrawal by source (in kilolitres)		
(i) surface water	0	0
(ii) groundwater	6,16,156.54	6,20,378.3
(iii) third party water	0	0
(iv) seawater	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilolitres)</b>	<b>6,16,156.54</b>	<b>6,20,378.3</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>3,90,093.64</b>	<b>4,22,725.9</b>
Water intensity per rupee of turnover (Water consumed / turnover)	0.0047	0.0058
Water intensity (optional) – the relevant metric may be selected by the entity	0.98	1.17

Parameter	FY2021-22	FY2020-21
Water discharge by destination and level of treatment (in kiloliters)		
(i) To surface water	1,08,826.9	93,285.4
No treatment (TDS $\geq$ 1000mg/l)	1,06,825.9	90,518.4
With treatment (TDS $\leq$ 1000mg/l)	2001	2,767
(ii) To groundwater	0	0
No treatment (TDS $\geq$ 1000mg/l)	0	0
With treatment (TDS $\leq$ 1000mg/l)	0	0
(iii) To sea water	0	0
No treatment (TDS $\geq$ 1000mg/l)	0	0
With treatment (TDS $\leq$ 1000mg/l)	0	0
(iv) Sent to third parties	1,17,236	1,04,367
No treatment (TDS $\geq$ 1000mg/l)	68,403	61,151
With treatment (TDS $\leq$ 1000mg/l)	48,833	43,216
(v) Others	0	0
No treatment (TDS $\geq$ 1000mg/l)	0	0
With treatment (TDS $\leq$ 1000mg/l)	0	0
<b>Total water discharged (in kiloliters)</b>	<b>2,26,062.9</b>	<b>1,97,652.4</b>

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

The company is yet to formulate its GHG inventory for Scope 3 emissions.

**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.**

The company does not have any significant direct or indirect impact on biodiversity. The company aims to achieve no net loss to biodiversity by 2030.

**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 initiatives, as per the following format:**

Please refer to Question 7 of Essential indicators under Principle 6.

**7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

Yes, we have a Business Continuity and Disaster Management Plan, which consists of Standard Operating Procedures in case of any IT or non-IT incidents. It consists of the alternative steps to be taken by the company stakeholders in case of plant shutdowns, supply chain deadlocks as well as restoration and downtime recovery of critical IT applications, in case of an IT incident.

**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.**

The company does not have any adverse impact on the environment due to its supply chain activities.

**9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

As of now, Dabur does not have any formal assessment mechanism to monitor the environmental impact of value chain partners' activities. However, Dabur's Code of Ethics & Conduct is applicable to all business partners, which binds the concerned parties to abide by the socio-environment regulations of the geography of operation.

**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.**

Dabur has 12 affiliations with trade and industry associations

**b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a body) the entity is a member of/ affiliated to.**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	CII	National
2	FICCI	National
3	PHDCCI - PHD Chamber of Commerce and Industry	National
4	IBA – India Beverage Association	National
5	PACE - PET packaging association for clean environment	National
6	AARC- Action Alliance for Recycling Beverage Carton	National
7	IHA – India Honey Alliance	National
8	ADMA – Ayurvedic drug manufacturers association	National
9	IBHA – Indian Beauty and Hygiene Association	National
10	AMAM – Association of Manufacturers of Ayurvedic Medicines	National
11	AIFPA - All India Food Processors Association	National
12	ASSOCHAM - Associated Chambers of Commerce and Industry of India	National

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

Name of authority	Brief of the case	Corrective action taken
There have no cases of anti-competitive conduct on Dabur in FY 2021-22		

**Leadership Indicators**

**1. Details of public policy positions advocated by the entity:**

Dabur does not engage in direct public advocacy

**PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT****Essential Indicators**

1. **Details of Social Impact Assessments (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
School Support Program – Adarsh Pathshala – ek nayi pehel	CG-DL-E-22012021-224640	22.01.2021	Yes	Yes	<a href="https://www.dabur.com/img/assets/20440-school-impact-assessment-report-school-support-programme.pdf">https://www.dabur.com/img/assets/20440-school-impact-assessment-report-school-support-programme.pdf</a>
Kitchen Garden Project – Ghar ki Bagiya	NA	NA	No	No	NA

2. **Provide information on the project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity -**

S No.	Name of project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
The Company does not have any ongoing projects as such						

3. **Describe the mechanisms to receive and redress grievances of the community.**

Dabur's CSR implementation process has been developed keeping in mind the specific needs of the communities that it operates in. The Company finalises its community initiatives after a thorough understanding of the specific needs of each community through stakeholder engagement and need assessment.

The Company has a local CSR associate in each of the communities to address their grievances.

4. **Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

	FY 2021-22	FY 2020-21
Directly sourced from MSMEs/ small producers	Not Applicable	
Sourced directly from within the district and neighboring districts		



## Leadership Indicators

### 1. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies

S. No.	State	Aspirational district	Amount spent (In ₹)
1	Uttarakhand	Udham Singh Nagar, Haridwar,	1,16,88,424
2	Bihar	Muzaffarpur	24,50,248
3	West Bengal	Birbhum	21,47,492
4	UP	Fatehpur, Chitrakoot, Sonbhadra, Bahraich, Balrampur,	43,31,577
5	Jharkhand	Giridih, Ranchi	16,92,865
6	Odisha	Kandhamal, Koraput, Rayagada	16,15,531
7	AP	Vishakhapatnam	44,908
8	Kerala	Wayanad	44908
9	Maharashtra	Jalgaon	15,0000

### 2. Details of beneficiaries of CSR projects -

S.No	CSR project	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	Supplementing Nutrition Needs	7,34,000	83%
2	Swasthya Aur Suraksha	4,684	90%
3	'700 Se 7 Kadam' Sanitation Drive	31,726	95%
4	Health camps	1,38,947	85%
5	Dabur Wellness centre	4,070	80%
6	Supplementing Healthcare Needs	4,00,000	95%
7	Ayurvedic OPD for Ragpickers	4,000	98%
8	Diabetes Prevention & Management Programme	4,083	75%
9	Khayal Apna Bhi Rakhe in Uttar Pradesh	1,19,500	85%
10	Massage for Ambulance Drivers	1,500	75%
11	Women Healthcare & Awareness Programme	25,000	85%
12	Supporting the Health of Flood-Hit Honey Collectors in Sundarbans region	115	95%
13	Fighting the Dengue Epidemic	60,000	85%
14	Immune India Health campaign among school kid	3,500	75%
15	Health Camps Vaishno Devi Shrine	1,050	75%

S.No	CSR project	No. of persons benefited from CSR projects	% of beneficiaries from vulnerable and marginalized groups
16	Safe Motherhood Initiative	6,750	80%
17	Herb Cultivation & Supplementing farmer income	3,040	90%
18	Jeewanti Greenhouse	700	85%
19	Plantation Drive	5000	85%
20	Promotion of solar energy	800	90%
21	Non-formal & Remedial Education Centres	126	95%
22	School support programme	7574	95%
23	Computer Literacy Centre	67	85%
24	Vocational Training to women & villagers	337	90%
25	Financial Inclusion	1155	90%
26	Livelihood Promotion	61	95%
27	Bee-keeping Training	8740	85%
28	Traditional Folk-Dance Workshop in Assam	744	75%
29	Football Training Centre	49	90%

**PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER**

**Essential Indicators**

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

The Company has a toll-free number cited on its products along with an email address to assist customers in case of any grievance or query. The first response to all consumer grievances is shared immediately on receiving the call. The complaint is registered and a unique complaint number generated, which is also shared with the consumer for future reference. This is followed by a detailed conversation with the consumer within the same working day to address his concern and assure timely closure of complaint.

These conversations help resolve the complaints that are not genuine or have occurred due to mishandling of the product by the consumer. The consumer is also educated about proper handling and storage of products. The balance complaints are forwarded to local area representatives for speedy closure and replacement provided to consumers.

**2. Turnover of products and/or services as a percentage of turnover from all products/services that carry information about -**

	As a % to total turnover
Environmental and social parameters relevant to the product	None
Safe and responsible usage	
Recycling and/or safe disposal	

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

	FY 2021-22		Remarks	FY 2020-21		Remarks
	Receive during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	No complaints have been received under the following categories					
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive trade practices						
Unfair trade practices						
Other	4,171	46		0	0	

**4. Details of instances of product recalls on account of safety issues -**

There are no instances of product recalls

**5. Does the entity have a framework/policy on cyber security and risks related to data privacy? If available, provide a web link to the policy. -**

The Company has an internally available policy on cyber security.

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

Not Applicable

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