

Business Responsibility Report for 2019-20

Section A: General Information about the Company

No. Particulars	Company Information
1. Corporate Identification Number (CIN) of the Company	L15140MH1988PLC049208
2. Name of the Company	Marico Limited
3. Registered Office & Corporate Office	7 th floor, Grande Palladium 175, CST Road, Kalina, Santa Cruz (East), Mumbai – 400 098, Maharashtra
4. Website	www.marico.com
5. E-mail ID	investor@marico.com
6. Financial year reported	Year ended on 31.03.2020 (FY 2019-20)
7. Sector(s) that the Company is engaged in (industrial activity code-wise)*	Edible Oils – NIC Code 10402 Hair Care – NIC Code 20236 * Represents the business activities contributing 10% or more of the total turnover of the Company
8. List three key products/services that the Company manufactures/provides (as in balance sheet)	Edible oils, hair oils and personal care
9. Total number of locations where business activity is undertaken by the Company (a) Number of International Locations (Provide details of major 5) (b) Number of National Locations	a) International locations: - Bangladesh, GCC, Egypt, South East Asia and Africa b) National locations: - Corporate Office: Mumbai - R&D Centre: Mumbai - Manufacturing Units: Puducherry, Perundurai, Jalgaon, Paonta Sahib, Guwahati, Baddi and Sanand - Regional Office: Delhi, Mumbai, Kolkata and Hyderabad
10. Markets served by the Company	- India, Bangladesh, Egypt, Vietnam, Myanmar, UAE and South Africa, through domestic operations - Exports are done to other countries such as Singapore, Malaysia, Nepal, Canada, Africa, UK and the USA.

Section B: Financial Details of the Company

No. Particulars	Company Information
1. Paid up Capital as on March 31, 2020	129,10,18,088 Equity shares of ₹1 aggregating to ₹129,10,18,088
2. Total Turnover	₹ 5,853 Crore
3. Profit after Tax	₹ 1,006 Crore
4. Total Spending on Corporate Social Responsibility (CSR) a) in ₹ b) As a percentage of Average Net Profit of the Company for the last 3 financial years:	a) 19 Crore b) 2%
5. List the activities, in which expenditure in 4 above, has been incurred	Major areas in which the aforementioned expenditure has been incurred include the following: i. Community Sustenance ii. Healthcare iii. Education iv. Fostering innovation in country v. National Emergency & Disaster Relief

Section C: Other details

- Does the Company have any Subsidiary Company/Companies?
Yes
- Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)?
Yes. Three subsidiary companies participate in BR initiatives of Marico Limited.
- Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with; participate in the BR initiatives of the Company? If yes, then indicate percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]
Yes. Marico encourages its associates such as suppliers and distributors to adopt BR initiatives. Currently less than 30% of such associated entities participate in BR initiatives of Marico.

Section D: Business Responsibility (BR) Information

1. Details of Director/Directors responsible for BR

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

No.	Particulars	Details
1.	DIN Number	05251806
2.	Name	Mr. Saugata Gupta
3.	Designation	Managing Director & CEO

b. Details of BR head

No.	Particulars	Details
1.	DIN Number	NA
2.	Name	Mr. Jitendra Mahajan
3.	Designation	Chief Operating Officer (Supply Chain, IT and MENA Business)
4.	Telephone Number	022 66480480
5.	E-mail ID	jitendra.mahajan@marico.com

2. Principle-wise (as per National Voluntary Guidelines (NVGs)) Business Responsibility Policy/policies

The response regarding the above 9 principles (P1 to P9) is given below:

No. Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. Do you have policy/policies for	Y	Y	Y	Y	Y	Y	Y	Y	Y
2. Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Does the policy conform to any national/international standards? If yes, specify? (50 words)	Policies are prepared ensuring adherence to applicable laws and in line with international standards such as ISO, GRI, CDP, ILO and OSHA.								
4. Has the policy been approved by the Board? Is yes, has it been signed by MD/ Owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5. Does the Company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6. Indicate the link for the policy to be viewed online?	1. Code of Conduct https://marico.com/aboutus_coc_pdf/marico_code_of_conduct.pdf 2. Sustainability Policy https://marico.com/investorspdf/Sustainability_Policy.pdf 3. CSR Policy https://marico.com/investorspdf/CSR_Policy_(1).pdf 4. Responsible Sourcing Policy https://marico.com/investorspdf/ResponsibleSourcingPolicy.pdf								
7. Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y

No. Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
8. Does the Company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9. Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10. Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

2a. If answer to No. 1, against any principle is 'No', please explain why: (Tick up to 2 options)

The response regarding the above 9 principles (P1 to P9) is given below:

No. Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. The Company has not understood the Principles	Not Applicable								
2. The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3. The Company does not have financial or manpower resources available for the task									
4. It is planned to be done within next 6 months									
5. It is planned to be done within the next 1 year									
6. Any other reason (please specify)									

3. Governance related to Business Responsibility (BR):

Information with reference to BRR framework:

No. Question	Information
1. Frequency of review, by the BR Committee to assess the BR performance.	<p>The Business Responsibility Report Committee ("the BRR Committee")/the Sustainability Committee reviews the business responsibility and sustainability performance of the Company on annual basis.</p> <p>The BRR Committee is constituted by the Board of Directors of the Company to assist the Managing Director & CEO, who is the Director responsible for ensuring the business responsibility/ sustainability activities of the Company. The BRR Committee is headed by the Chief Operating Officer and comprises three more Senior Managerial Personnel of the Company.</p>
2. Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	<p>Marico publishes Business Responsibility Report on annual basis. The Company voluntarily started publishing annual sustainability report from FY2015-16 onwards. In the year 2018-19, Marico shifted its corporate reporting journey to Integrated Report as per the International Integrated Reporting Council (IIRC) framework. This year, the Company continues to publish the Integrated Report as per IIRC framework. The Integrated Report for FY2020 is accessible on the Company website at: https://marico.com/india/investors/documentation</p>

Section E: Principle-wise Performance

Principle 1: Business should conduct and govern themselves with Ethics, Transparency and Accountability.

Marico Limited is committed to achieve highest standards of integrity and ethics. The Company follows high ethical standards in its dealings with all its stakeholders, including members (employees), customers, suppliers, government and the community.

The Company follows a "Code of Conduct" and "Marico Code of Business Ethics" with the underlying belief of conducting business in an ethical manner. This facilitates a work ecosystem that is conducive to the Company's members and associates. The Code sets out principle guidelines to be followed by all members (employees) and associates (distributors, consultants, vendors, suppliers, third party manufacturers etc.) of Marico. The Audit Committee of the Board of Directors oversees the

functioning of the vigil mechanism and compliance of the Code of Conduct by the employees on a quarterly basis. For further details on vigil mechanism, refer to the Board Report section of the Annual Report.

Members of Code of Conduct Committee (CCC)

No.	Designation
1	Chief Human Resource Officer
2	Chief Financial Officer
3	Chief Legal Officer
4	Head – Corporate Secretarial
5	Executive Vice President & Head – BPT & IT

Information with reference to BRR framework:

No.	Questions	Information
1.1	Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/No. Does it extend to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others?	The Marico Code of Conduct (CoC) policy provides guidelines on ethics, anti-bribery and anti-corruption to be abided by all the members. It is mandatory for all employees to undergo the CoC online course. Further, the Marico Code of Business Ethics (MCoBE) policy provides guidelines on ethics, anti-bribery and anti-corruption to be abided by the business associates. The requirements under the policy is communicated to all key associates like vendors, suppliers and it is expected that they will follow it during their interactions with Marico.
1.2	How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.	Marico has taken significant steps to ensure that our members and associates understand and practice the Code of Conduct. The Company has a thorough internal and external mechanism for investigation of all complaints, as it has a significant bearing on the individual and the organisation. In the financial year 2019-20, the Company received 24 complaints as follows: <ul style="list-style-type: none"> • Quarter 1: 2 • Quarter 2: 10 • Quarter 3: 7 • Quarter 4: 5 The Company satisfactorily resolved 20 out of the 24 complaints. The pending 4 complaints are at various stages of investigation and adjudication.

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

As a responsible company, providing safe and high quality product to consumers is our top most priority. Sustainability at Marico is not only emphasised on green and lean manufacturing practices, but also extended to our products right from formulation and design stage. In this direction, we adopted Life Cycle Assessment (LCA) approach couple of years ago to identify the environmental impact of our products at different stage of its life. The LCA study of a few key products was carried through external agencies. In FY2020, we implemented LCA tool and initiated in-house cradle to grave LCA study. With the outcome from the study, sustainability projects/interventions are designed to improve environmental performance of the product.

Information with reference to BRR framework:

No. Questions	Information
2.1 List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities. (a) . (b) . (c) .	<p>Marico, through its brands, contributes towards safeguarding environment and also promotes several social causes. The efforts made in this direction are given below:</p> <ol style="list-style-type: none">1. Parachute Coconut Oil<p>This year, we completed LCA study of our Parachute Coconut Oil product variants. The study was carried out by in-house team using LCA tool covering raw material and packaging material impact from cradle to grave. Interventions like reduction in bottle and cap weight, enhancing use of renewable energy, elimination of wastes, logistics optimisation and sustainable packaging solutions have been evaluated for implementation to improve the sustainability profile of coconut oil brand.</p>2. Saffolalife<p>Saffolalife, a not-for-profit initiative by Marico, remains committed to its vision of creating a 'Heart Healthy India'. The brand has led many initiatives consistently over the years and educated consumers on the importance of taking care of their heart. During the year 2019-20, Saffolalife supported a plethora of initiatives by Food Safety and Standards Authority of India (FSSAI) –</p><ul style="list-style-type: none">• Eat right initiative: activation completed in 84 schools• Eat Right at Campus: 4 campus in Gujarat recommended for certification of 'Eat Right'• Clean Street Food Hubs: Completed certification of 7 street food hubs• Eat Right Mela: over 20,000 people connected through the mela3. Nihar Shanti Amla<p>One of the most significant indicators of social progress is education. With purpose at its heart and commitment towards social progress, Nihar Shanti Amla, has been continuously strengthening its mission to impart quality education to underprivileged children across multiple states in India. Through its Nihar Shanti Pathshala Funwala and Educate Girls initiative millions of students are impacted. Technology, collaboration and scale forms the core pillars of our initiatives. Since inception of 'Nihar Shanti Pathshala Funwala', we have enabled access to quality education for 1 million+ students.</p>

No. Questions	Information																		
2.2 For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional): (a) Reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain? (b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?	<p>As part of Marico Sustainability Goals, we monitor and report the energy, water and emissions performance at a company level (and not product-wise). We follow a series of environmental performance indicators to monitor the efforts of responsible resource use. The Company is committed to conservation and optimal utilisation of all resources.</p> <p>Resource Consumption:</p> <table border="1"> <thead> <tr> <th>No. Parameter</th> <th>FY2019-20</th> </tr> </thead> <tbody> <tr> <td>1. Energy consumed in operations in GJ per unit crore revenue</td> <td>60.2</td> </tr> <tr> <td>2. Water consumed in operations in KL per unit crore revenue</td> <td>35.9</td> </tr> </tbody> </table> <p>a) Reduction achieved</p> <table border="1"> <thead> <tr> <th>No. Parameter</th> <th>% change from last year</th> <th>% change from base year</th> </tr> </thead> <tbody> <tr> <td>1. Energy intensity (GJ per unit crore revenue)*</td> <td>(6)%</td> <td>(32)%</td> </tr> <tr> <td>2. GHG emission intensity (tCO₂e per unit crore revenue)*</td> <td>(20)%</td> <td>(68)%</td> </tr> <tr> <td>3. Water intensity (KL per unit crore revenue)**</td> <td>(8)%</td> <td>(31)%</td> </tr> </tbody> </table> <p>* Baseline year FY2012-13 ** Baseline year FY2013-14</p> <p>b) Reduction during usage by consumers Not measured.</p>	No. Parameter	FY2019-20	1. Energy consumed in operations in GJ per unit crore revenue	60.2	2. Water consumed in operations in KL per unit crore revenue	35.9	No. Parameter	% change from last year	% change from base year	1. Energy intensity (GJ per unit crore revenue)*	(6)%	(32)%	2. GHG emission intensity (tCO ₂ e per unit crore revenue)*	(20)%	(68)%	3. Water intensity (KL per unit crore revenue)**	(8)%	(31)%
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2.3 Does the Company have procedures in place for sustainable sourcing (including transportation)? (a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.?	<p>SAMYUT – the responsible sourcing programme by Marico aims at sourcing of materials and services through responsible business associates who share our sustainability vision. We initiated the first level engagement in 2018 (out of 3 levels designed under the programme). In FY 2019-20, we completed level 1 certification for 22% of our critical value chain partners (this covers the critical raw material and packaging material vendors). In coming years, we plan to cover other critical partners like our convertors, logistics, depot and warehouse partners.</p>																		
2.4 Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? (a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?	<p>Agro-materials contribute significantly to our procurement requirements. The input materials are procured from local farmers, small groups and collection centres through active engagement. The Company believes in driving the growth of local economy and thus continues to work with the local producers and communities. In FY 2020, 95% of material supplies by value spend were procured from local producers and vendors (within India). We continue in our efforts to work closely with the local farmer community and help them improve productivity through trainings based on scientific farm practices and contribute to sustainable livelihood.</p>																		

No. Questions	Information
2.5 Does the Company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5%-10%, >10%). Also, provide details thereof, in about 50 words or so.	<p>It is Marico's ongoing endeavour to tap opportunity to reduce, reuse and recycle waste generated from our operations. Across all our manufacturing operations, we have established well defined waste management systems. All the wastes generated (hazardous and non-hazardous) are disposed through appropriate channels and approved vendors. Presently <5% of our overall waste is recycled.</p> <p>Further, to tackle the plastic waste problems, under project "UpCycle" we have exclusive initiatives contributing to the circular economy. We are also completely aligned with the Extended Producer Responsibility (EPR) requirements under the PWM Rules. In FY2020, we completed collection and safe disposal of 50% of post-consumer multi-layer plastic waste.</p> <p>Being a Consumer Staple company, we have a well-defined policy and system to take-back our products which have expired or found with packaging defects in order to recycle them to best possible extent.</p>

Principle 3: Business should promote the well-being of all employees.

Marico considers human resource as the most valuable asset and essential for consistent growth of business. Marico's Code of Conduct provides guidelines for employee well-being related to participation, freedom, gender equality, good environment and harassment free workplace. A strong mechanism is in-place for deployment of guidelines and grievance redressing mechanism.

We give emphasis on capability building of the personnel based on job/role requirements, technical knowledge and soft skills. Annual plans are made for individual members through self-learning or classroom training modes.

Information with reference to BRR framework:

No. Questions	Information : as on 31.03.2020		
3.1 Please indicate the Total number of employees	1,631		
3.2 Please indicate the Total number of employees hired on temporary/ contractual/ casual basis	56		
3.3 Please indicate the Number of permanent women employees	241		
3.4 Please indicate the Number of permanent employees with disabilities	2		
3.5 Do you have an employee association that is recognised by management?	Yes		
3.6 What percentage of your permanent employees is members of this recognised employee association?	4%		
3.7 Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	Complaints	Filed	Resolved
	Child Labour/Forced Labour	0	NA
	Involuntary Labour	0	NA
	Sexual Harassment	0	NA
	Discriminatory employment	0	NA
3.8 What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?	Employee Categories	% trained on Safety & Skill Upgradation(*)	
	a) Permanent employees	100%	
	b) Permanent women employees	100%	
	c) Contract employees	100%	
	d) Employees with disabilities	100%	

* Includes employees covered under safety, compliance and skill upgradation related trainings.

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

Information with reference to BRR framework:

No. Questions	Information
4.1 Has the Company mapped its internal and external stakeholders? Yes/No	Yes.
4.2 Out of the above, has the Company identified the disadvantaged, vulnerable & marginalised stakeholders?	Yes.
4.3 Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalised stakeholders. If so, provide details thereof, in about 50 words or so.	<p>During the year, we have undertaken several need-based community programmes under our CSR focus areas. These initiatives are emphasised for the disadvantaged, vulnerable and marginalised stakeholders residing in close proximity of all our manufacturing operations.</p> <ul style="list-style-type: none"> • Watershed management (create harvest capacity) to meet the agricultural and domestic water needs • Desilting of dams for optimising water storage capacity • Constructing farm ponds for coconut farmers to ensure water availability • Providing access to toilets and sanitation in rural households • Skill development through vocational trainings to youths and women • Education for underprivileged children • School infrastructure support

Principle 5: Businesses should respect and promote human rights.

Information with reference to BRR framework:

No. Questions	Information
5.1 Does the policy of the Company on human rights cover only the Company or extend to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others?	The Company Code of Conduct (CoC) and Marico Code of Business Ethics (MCoBE) covers the guidelines on human rights and are applicable to all employees and business associates of Marico.
5.2 How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?	The Company did not receive any complaints with regard to human rights violation in the FY2020.

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

Information with reference to BRR framework:

No. Questions	Information
6.1 Does the policy related to Principle 6 cover only the Company or extends to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others.	We have implemented "sustainability policy" which extends to all stakeholders of the Company. https://marico.com/investorspdf/Sustainability_Policy.pdf
6.2 Does the Company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.	Yes, Marico has aligned the sustainability efforts to the global agenda of climate change. We report to the environmental questionnaire on CDP (both climate change and water). Our sustainability interventions are also mapped with UN Sustainable Development Goals (SDGs) and have taken a very specific and focussed approach within the parameters of our business operations. http://marico.com/india/make-a-difference/sustainability
6.3 Does the Company identify and assess potential environmental risks? Y/N	Yes. The Company has mechanism in-place to identify and assess potential environmental risks. It is also part of Marico risk management plan. All manufacturing units conduct internal/ external audits and assessments to identify controllable/ uncontrollable scenarios of the operations. Any deviation from laid-down policy and procedure are tackled and reviewed by effective procedures of corrective action.
6.4 Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?	No. The Company does not have project related to Clean Development Mechanism.
6.5 Has the Company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.	Yes, the Company has undertaken initiatives on clean technology, energy efficiency and renewable energy. Some of the initiatives are highlighted below: <ul style="list-style-type: none"> • Use of agro-based fuel for thermal energy generation • Reduction on dependency on fossil fuel by shifting to clean fuel • Use of wind electricity (renewable) • Implementation of solar roof-top project • Energy efficiency initiatives include – Installation of LED lighting, installation of Variable Frequency Drives (VFD), Automation on conveyors for optimising the running duration of conveyor, modification heating control in shrink wrapping tunnel for optimising heat loss • This year, Perundurai factory was rated 'Platinum' on GreenCo rating system for its sustainability efforts
6.6 Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB / SPCB for the financial year being reported?	Yes, the emissions/waste generated by the Company is within the permissible limits given by CPCB / SPCB for the FY 2020.
6.7 Number of show cause/legal notices received from CPCB / SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.	One (1) notice is pending as on end of financial year. The action on notice is taken and is in final stage of closure.

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

Information with reference to BRR framework:

No. Questions	Information
<p>7.1 Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with: (a) . (b) . (c) . (d) .</p>	<p>Marico is associated with the following associations –</p> <ol style="list-style-type: none"> 1. All India Food Processors Association (AIFPA) 2. Protein Foods and Nutrition Development Association of India (PFNDAI) 3. Association of Food Scientists and Technologists, India (AFSTI Mysore and Mumbai) 4. Federation of Indian Chambers of Commerce and Industry (FICCI) 5. Confederation of Indian Food Trade and Industry (CIFTI) 6. Confederation of Indian Industry (CII) 7. Indian Beauty & Hygiene Association (IBHA) 8. Ayurvedic Drug Manufactures Association (ADMA) 9. The Solvent Extractors Association of India (SEA) 10. Oil Technologist Association of India 11. Consumer Guidance Society of India (CGSI) 12. Health Foods and Dietary Supplements Association (HADSA) 13. All India Association of Industries 14. Food Safety and Standards Authority of India (FSSAI) New Delhi 15. Ministry of Food Processing 16. Food and Drug Administration (Maharashtra and Gujarat) 17. Department of Science and Technology Ministry of Science and Technology 18. AGMARK, Ministry of Agriculture, Government of India 19. Department of Legal Metrology, Ministry of Consumer Affairs, Government of India 20. Coconut Development Board (CDB) 21. NSI (Nutrition Society of India) Mysore & Mumbai chapter 22. Indian Society of Cosmetics Chemists (ISCC) 23. India Home & Personal Care Industry Association (IHPCIA) 24. Central Food Technological Research Institute (CFTRI) 25. National Institute of Nutrition (NIN) 26. Department of Scientific and Industrial Research (DSIR) 27. Institute of Chemical Technology (ICT) (formerly known as UDCT) 28. Protein Foods and Nutrition Development Association of India (PFNDAI) 29. Tamil Nadu Agricultural University (TNAU) 30. Indian Agricultural Research Institute (IARI) 31. Indian Merchant Chambers (IMC) 32. International Market Assessment India Private Limited 33. WPO Organisation (Mumbai Chapter)
<p>7.2 Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)</p>	<p>Marico is associated with above institutions with an intention of mutual learning, support regulatory activities, disseminating knowledge in relation to food safety, quality, health and contribution in development of processes. The Company contributes in development of Industry and government bodies in regulatory, operational and other areas by working along with these institutions.</p> <p>Food safety, nutritional intake and healthier heart awareness and campaigns are some of the areas where Marico has associated towards advancement and improvement of public well-being.</p>

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

Information with reference to BRR framework:

No. Questions	Information
8.1 Does the Company have specified programmes/ initiatives/ projects in pursuit of the policy related to Principle 8? If yes details thereof.	<p>Yes, the Company has programmes/ initiatives/ projects in pursuit of the policy related to Principle 8.</p> <p>Marico flagship programme – ‘Kalpavriksha’ focus on making a difference in life of coconut farmers by supporting them to enhance their earning. As on March 31, 2020, we have cumulatively enrolled about 1.28 Lakh acres of coconut farms covering 21,043 farmers. The farms that have completed more than a year with Kalpavriksha have delivered 15% increase in yields.</p> <p>We continue to undertake water conservation initiatives as part of our flagship project ‘Jalaashay’. Till date, we have created 136.7 crore litres of water harvest capacity in vicinity of our operations and in water stress regions in the country. In FY2020, initiatives like dam desilting and construction of farm ponds were executed resulting in creation of 64 crore litres of water harvest capacity.</p> <p>Marico Innovation Foundation (MIF) has enabled innovators across sectors such as agriculture, clean energy, education, consumer goods and medical equipment, among others. With support from 100+ mentors, the programme has helped solve business challenges across functions like sales, distribution, marketing, packaging, procurement, quality, product development, finance and HR.</p> <p>Further the Company has specified programmes in pursuit of the CSR policy focusing on education, health care, community sustenance and innovation. The manufacturing units focus on the community development in the vicinity of our operations. Brief particulars of the CSR initiatives undertaken by Marico in FY2019-20 are provided in the CSR section of this report.</p>
8.2 Are the programmes/ projects undertaken through in-house team/ own foundation/ external NGO/ government structures/ any other organisation?	<p>The community development programmes/projects are implemented either directly or in partnership with non-profit organisations, government and other external agencies. The initiatives undertaken in FY2019-20 either directly or in partnership includes Farm pond development, Dam Desilting, Sakshar Beti (programme for girl education), Mobile Pathshala (programme for English learning), Educate Girls, among others.</p> <p>The Company through the MIF Scale Up programme works with ‘For Profit’ and ‘Not-For-Profit’ organisations and is sector agnostic. It focuses on the innovative ideas and the impact an organisation wishes to achieve.</p>
8.3 Have you done any impact assessment of your initiative?	<p>Towards creating a noticeable positive impact we conduct impact study of all flagship programmes frequently. This year, we carried out impact study by an external agency for two (2) of our flagship programmes –</p> <ul style="list-style-type: none"> • Impact study of the Dam desilting initiative in Jalgaon district under the MoU with Government of Maharashtra • Impact study of Parachute Kalpavriksha initiative <p>Also, internal teams at our manufacturing units evaluate the impact of community development initiatives on a periodic basis. Details of the impact measured are mentioned in the CSR section of the report.</p>
8.4 What is your Company’s direct contribution to community development projects – Amount in ₹ and the details of the projects undertaken.	<p>Marico has spent overall ₹ 19 crores for community development activities. Brief particulars of the CSR initiatives undertaken by Marico in FY2019-20 are provided in the CSR section of this report.</p>
8.5 Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.	<p>Marico’s CSR initiatives are rolled out directly or in partnership with NGO’s, government structure or other agencies. This helps in increasing reach as well as ensuring the adoption of initiative by communities. The CSR projects have been constantly evaluated to ensure maximum impact. Project teams track the reach and take necessary steps to make it successful.</p>

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

It's our continuous endeavour at Marico to educate consumers on healthy lifestyle and nutritional intake. Marico works with Government and other industry bodies like FSSAI, CII, FICCI and other private agencies to create awareness about hygiene, food safety and product regulations.

The Company believes that consumer opinion, their concerns and inquiries are important sources of information. The Corporate Quality team consciously makes efforts to cater to all consumer concerns. Marico Corporate Quality team is certified for Customer compliant management system ISO 10002. This provides a systematic approach to understand consumer issues and improve production processes accordingly.

Information with reference to BRR framework:

No. Questions	Information
9.1 What percentage of customer complaints/consumer cases are pending as on the end of financial year.	There are 7 consumer cases pending as on the end of financial year ended on 31 Mar 2020.
9.2 Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/ No/ N.A./ Remarks (additional information).	Yes, Marico adheres to all the applicable regulations regarding product labelling and displays relevant information on it. Additional information about the product is displayed over and above the mandated law wherever applicable.
9.3 Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.	No case filed by any stakeholder related to anti-competitive behaviour and irresponsible advertising, and/or is pending as at the end of financial year ended on March 31, 2020.
9.4 Did your Company carry out any consumer survey/consumer satisfaction trends?	<p>Marico connects with consumers through multiple touch points. Surveys are conducted with sample consumers to understand their satisfaction and product quality feedback by our consumer insights and corporate quality teams.</p> <p>The Company has also established a process of consumer complaint management aligned with ISO 10002. This helps in systematic resolution of all consumer concerns.</p>