

BUSINESS RESPONSIBILITY REPORT FOR 2020-21

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	7th floor, Grande Palladium 175, CST Road, Kalina, Santa Cruz (East) Mumbai - 400098, Maharashtra
4	Website	www.marico.com
5	E-mail ID	investor@marico.com
6	Financial year reported	Year ended on 31.03.2021 (FY21)
7	Sector(s) that the Company is engaged in (industrial activity code-wise)*	FMCG: Edible Oils – NIC Code 10402 Healthy Foods – NIC Code 10619 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 care 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, Egypt, Malaysia, Middle East, and South Africa b) National locations: Corporate Office: Mumbai R&D Center: 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	<ul style="list-style-type: none"> India through domestic operations Exports are done to other countries such as Singapore, Malaysia, Nepal, Canada and USA.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

No.	Particulars	Company Information
1	Paid up Capital as on March 31, 2021	1,29,13,49,998 Equity shares of ₹ 1 each aggregating to ₹ 1,29,13,49,998
2	Total Turnover	₹ 6,337 Crores
3	Profit after Tax	₹ 1,106 Crores PAT (excl. one-offs)
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) ₹ 20 Crores b) 2%
5	List the activities, in which expenditure in 4 above, has been incurred	Major areas in which the expenditure has been incurred include the following: i. Community Sustenance ii. Healthcare iii. Education iv. Fostering innovation in country v. National Emergency & Disaster Relief (Pandemic resilience support)

SECTION C: OTHER DETAILS

1. Does the Company have any Subsidiary Company/ Companies?

Yes

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent Company? If yes, then indicate the number of such subsidiary company(s)

Yes. Two subsidiary companies participate in BR initiatives of Marico Limited.

3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with; participate in the BR initiatives of the Company? If yes, then indicate 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	02602356
2	Name	Mr. Jitendra Mahajan
3	Designation	Chief Operating Officer (Supply Chain and IT)
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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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, IIRC, CDP, ILO, UN-SDGs 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?	Code of Conduct https://marico.com/aboutus_coc_pdf/Marico-Code-of-Conduct-2019.pdf Sustainability & SHE Policy https://marico.com/investorspdf/Sustainability_Policy.pdf CSR Policy https://marico.com/investorspdf/Corporate-Social-Responsibility-Policy.pdf 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
8.	Does the Company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y

BUSINESS RESPONSIBILITY REPORT FOR 2020-21 (Contd.)

No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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 an annual basis. The Company voluntarily started publishing annual sustainability report from FY16 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 FY21 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, transparency, and business ethics. The Company follows high ethical standards in its dealings with all its stakeholders, including members (employees), customers, value chain partners, regulators, investors, 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 principal guidelines to be followed by all members (employees) and associates (distributors, consultants, vendors, suppliers, third party manufacturers etc.) of Marico.

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
6	Head - Rewards and Talent Management
7	Head - Category Finance & MIS
8	Head Legal - Personal Care & Compliance

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) provides guidelines on ethics, anti-bribery, and anti-corruption to be abided by all the members. It is mandatory for all employees and contracted workforce 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 and value-chain partners. The requirements under the policy are 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 organization. In the financial year 2020-21, the Company received 17 complaints as follows: <ul style="list-style-type: none"> • Quarter 1: 3 • Quarter 2: 4 • Quarter 3: 5 • Quarter 4: 5 The Company satisfactorily resolved 15 out of the 17 complaints and 2 complaints were under verification as on March 31, 2021.

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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, nutritious, and high-quality products to consumers in alignment with their preferences, is our utmost priority. Sustainability at Marico is not only emphasized 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 few key products were carried through external agencies. In FY21, we implemented LCA tool and initiated in-house cradle to grave LCA study for our key brand, Parachute Coconut Oil. With the outcome from the study, projects/interventions have been designed to improve environmental performance of the product thus contributing to the overall reduction of sustainability footprint. Going ahead, we would like to conduct similar LCA-based assessment for our entire product portfolio so as to integrate sustainable innovation at each stage of the product lifecycle.

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, contribute towards safeguarding environment, encouraging eco-conscious behaviour amongst consumers, and promoting socially inclusive growth. The efforts made in this direction are given below:</p> <p>1. Product Sustainability assessment for Parachute Coconut Oil This year, we completed Product Sustainability Index (PSI) assessments of our Parachute Coconut Oil product variants using a life cycle approach. 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, closer vendor selection and business partners have been evaluated for implementation to improve the sustainability profile of coconut oil brand.</p> <p>2. Parachute Coconut Oil – Use of Post-Consumer Recycled (PCR) shrink films In FY21, Marico collaborated with Dow and Lucro Plastecycle to introduce PCR-based coalition shrink films into Parachute Coconut Oil products. This alliance was in line with our circular packaging goals of using 100% recycled packaging across our product portfolio. Over 95% of our product packaging is recyclable by weight and we are committed to reach 100% using innovative, technology-driven solutions like the use of recycled plastic in our packaging. https://www.packaging-gateway.com/news/marico-sustainable-packaging-initiative/</p> <p>3. Saffolalife 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 2020-21 Saffolalife supported a plethora of initiatives by Food Safety and Standards Authority of India (FSSAI). A total of 16 schools were covered across Maharashtra, Gujarat and Chandigarh. Over 60000 students have been benefitted by the following nutrition-led campaigns carried out in FY21 -</p> <ul style="list-style-type: none"> • Safe and Nutritious Food (SNF) at schools • Eat Right at Campus • Clean Street Food Hubs • Eat Right Mela

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 2022 Goals, we monitor and report the specific energy and water consumption in our operations (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 utilization of all resources.</p> <p>Resource Consumption:</p> <table border="1"> <thead> <tr> <th>SL. No</th> <th>Parameter</th> <th>Unit</th> <th>FY21</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Specific Energy Consumption</td> <td>GJ/per Crores of revenue</td> <td>25.1</td> </tr> <tr> <td>2</td> <td>Specific Water Consumption</td> <td>m³/per Crores of revenue</td> <td>17.7</td> </tr> </tbody> </table> <p>a) Reduction achieved during production The Company has aligned its sustainability efforts over the years and consequently the goals with measurable targets were set to be achieved by 2022:</p> <table border="1"> <thead> <tr> <th>SL. No</th> <th>Parameter</th> <th>% change from last year</th> <th>% change from baseline year</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Energy Intensity+</td> <td>(58%)</td> <td>(72%)</td> </tr> <tr> <td>2</td> <td>GHG Intensity+</td> <td>(38%)</td> <td>(80%)</td> </tr> <tr> <td>3</td> <td>Water Intensity++</td> <td>(51%)</td> <td>(67%)</td> </tr> </tbody> </table> <p>+ Baseline year FY13 ++ Baseline year FY14</p> <p>b) Reduction during usage by consumers Not measured.</p>	SL. No	Parameter	Unit	FY21	1	Specific Energy Consumption	GJ/per Crores of revenue	25.1	2	Specific Water Consumption	m ³ /per Crores of revenue	17.7	SL. No	Parameter	% change from last year	% change from baseline year	1	Energy Intensity+	(58%)	(72%)	2	GHG Intensity+	(38%)	(80%)	3	Water Intensity++	(51%)	(67%)
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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 FY21, we completed level 1 certification for over 38% of our critical value chain vendors (raw material, packaging material suppliers, converters, logistics, depot and warehouse partners). The rollout of Level 2, 'Evaluate' programme is also scheduled for launch in FY22 where we would follow comprehensive auditing techniques to evaluate the overall sustainability performance of our value chain associates.</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 contributes significantly to our procurement requirements. The input materials are procured from local farmers, small groups and collection centers through active engagement. Marico believes in driving the growth of local economy and continue to work with the local producers and communities. In FY21, 93% of material supplies by spend were procured from local producers and vendors (within India). We continue our efforts to work closely with the local farmer community and help them to improve productivity through trainings based on scientific farm practices and contribute to sustainable livelihood.</p>																												

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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 endeavor to tap every 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. Guided by the principle of zero liquid discharge, the entire volume of liquid waste (wastewater, effluents etc) generated from the production processes is reused/recycled within the respective operational boundaries.</p> <p>In addition to effective waste collection and reuse, we have also brought in design interventions pivoted on circularity principles. In one of our units, we have replaced the Extrusion Blow Moulding (EBM) with Injection Blow Moulding (IM) machine and completely eliminated the pinch-off generated.</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 FY21, we completed collection and safe disposal of 1630 metric tonnes of multi-layered packaging waste.</p> <p>Being a FMCG 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 wellbeing of all employees.

Marico considers human resources as the most valuable asset and essential for persistent growth of business. Marico's Code of Conduct provides guidelines for employee well-being related to participation, freedom, gender equality, safe working environment and harassment free workplace. A strong mechanism is in-place for deployment of guidelines and grievance redressal 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 31.3.2021															
3.1	Please indicate the Total number of employees	1629															
3.2	Please indicate the Total number of employees hired on temporary/ contractual/casual basis.	231															
3.3	Please indicate the Number of permanent women employees.	251															
3.4	Please indicate the Number of permanent employees with disabilities	27															
3.5	Do you have an employee association that is recognized by management?	Yes															
3.6	What percentage of your permanent employees is members of this recognized 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.	<table border="1"> <thead> <tr> <th>Complaints</th> <th>Filed</th> <th>Resolved</th> </tr> </thead> <tbody> <tr> <td>Child Labour / Forced labour</td> <td>0</td> <td>NA</td> </tr> <tr> <td>Involuntary Labour</td> <td>0</td> <td>NA</td> </tr> <tr> <td>Sexual Harassment</td> <td>0</td> <td>NA</td> </tr> <tr> <td>Discriminatory employment</td> <td>0</td> <td>NA</td> </tr> </tbody> </table>	Complaints	Filed	Resolved	Child Labour / Forced labour	0	NA	Involuntary Labour	0	NA	Sexual Harassment	0	NA	Discriminatory employment	0	NA
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Discriminatory employment	0	NA															
3.8	What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?	<table border="1"> <thead> <tr> <th>Employee Categories</th> <th>% trained on Safety & Skill Upgradation(*)</th> </tr> </thead> <tbody> <tr> <td>a) Permanent employees</td> <td>100%</td> </tr> <tr> <td>b) Permanent women employees</td> <td>100%</td> </tr> <tr> <td>c) Contract employees</td> <td>100%</td> </tr> <tr> <td>d) Employees with disabilities</td> <td>100%</td> </tr> </tbody> </table>	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%					
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* 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 marginalized.

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 & marginalized stakeholders?	Yes.
4.3	Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.	<p>In FY21, we have undertaken several need-based community programmes for disadvantaged, vulnerable and marginalized stakeholders residing in proximity of all our manufacturing operations.</p> <ul style="list-style-type: none"> Continuing education during COVID-19: Nihar Shanti Paathshala Funwala through its Teacher Empowerment Programme supported 1 Lakh+ teachers in Madhya Pradesh ensuring continuous English education for millions of students. Additionally, in partnership with DD MP English Literacy Programme was broadcasted for 3 months. Initiated Skill development and economic empowerment programme in association with UNDP 71.15 Crores litres of water storage potential created till date by construction of 445 farm ponds Seedling plantation, young tree management, intercropping and standing tree rejuvenation support provided to farmers, esp those affected by natural disasters. Desilting of dams in Madhya Pradesh, Uttar Pradesh, Rajasthan and Tamil Nadu for optimizing water storage capacity Providing access to toilets and sanitation in rural households COVID-19 support: MIF channelized ₹ 2.14 Crores grants towards 5 winning projects focusing on Personal Protective Gear, ventilators and other respiratory solutions. Also supported distribution of 14.3 Lakh masks, 6.7 Lakh PPE kits and 633 ventilators as of March 2021

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 <u>Marico Code of Conduct (CoC)</u> and <u>Marico Code of Business Ethics (MCoBE)</u> 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 FY21.

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 focused approach within the parameters of our business operations. http://marico.com/india/make-a-difference/sustainability

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No.	Questions	Information
6.3	Does the Company identify and assess potential environmental risks? Y/N	Yes. Marico has appropriate mechanisms in-place to identify and assess potential environmental risks. It is also part of Marico's overall value protection and 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. Marico 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, Marico 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 (briquettes, bagasse) for thermal energy generation. • Use of wind electricity (renewable). 99% of our Perundurai operations meet their energy needs from Wind sources (through power purchase agreements) • Implementation of solar roof-top project • Energy efficiency initiatives include - Installation of LED lighting based on LDR principles, Motion Sensors installed in administrative work spaces, installation of Variable Frequency Drives (VFD), installation of high speed machinery to optimize energy consumption and elimination of water overflow through automation. • This year, our coconut oil manufacturing facility at Perundurai was externally certified as 'carbon neutral' and also achieved GreenCo Platinum rating for its sustainability efforts and IGBC Platinum Certification.
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 FY21.
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.	None

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
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>Marico is associated with the following associations –</p> <ul style="list-style-type: none"> • AIFPA (All India Food Processors Association) • AFSTI Mysore & Mumbai (Association of Food Scientists and Technologists, India) • FICCI (Federation of Indian Chambers of Commerce and Industry) • CIFTI (Confederation of Indian Food Trade and Industry) • NSI (Nutrition Society of India) Mysore & Mumbai chapter • All India Association of Industries • Indian society of cosmetics chemists (ISCC) • Ayurvedic Drug Manufacturers Association (ADMA) • India Home & Personal Care Industry Association (IHPCIA) • Central Food Technological Research Institute (CFTRI) • National Institute of Nutrition (NIN) • Department of Scientific and Industrial Research (DSIR) • Institute of Chemical Technology (ICT) (formerly known as UDCT) • Protein Foods and Nutrition Development Association of India (PFNDAI) • Indian Beauty & Hygiene Association (IBHA) • Tamil Nadu Agricultural University (TNAU) • Indian Agricultural Research Institute (IARI) • Solvent Extractors' association (SEA) • Consumer guidelines society of India (CGSI) • Indian Merchant Chambers (IMC) • Confederation of Indian Industry (CII) • International Market Assessment India Private Limited • Federation of Indigenous Apiculturists (FIA) • The Food Safety and Standards Authority of India (FSSAI)
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>Marico is associated with above institutions with an intention of mutual learning 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 wellbeing.</p>

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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 and projects in pursuit of the policy related to Principle 8.</p> <p>Marico's flagship programme – 'Parachute Kalpavriksha' focus on making a difference in life of coconut farmers by supporting them to enhance their earning (enhanced productivity) and improve their livelihoods. As on FY21, we have cumulatively enrolled about 1.83 Lakh acres of coconut farms covering 39,040 farmers. In FY21 alone, 54,931 acres were enrolled covering 17,997 farmers. The farms that have completed more than a year with Kalpavriksha have delivered 15% improvement in productivity. Additionally, to further enhance the yields, 1000+ farmers were trained in on 'Best Farm care practices' on World Coconut day FY21 using digital learning techniques. Three Agribusiness centres (ABC) were also started to provide machinery rentals at affordable prices and provide skilled labour as service to the farmers. Other comprehensive learning programmes were designed and delivered exclusively for farmers via the Kalpavriksha Knowledge Centre.</p> <p>A collaborative initiative was also launched in association with the Federation of Indigenous Apiculturists (FIA) to enhance employability and boost income of over beekeepers.</p> <p>We continue to undertake water conservation initiatives as part of our flagship project 'Jalaashay'. Till date, we have created 215.05 Crores litres of water harvest capacity in vicinity of our operations and in water stress regions in the country. In FY21, initiatives like dam de-silting and construction of farm ponds in drought prone areas were executed resulting in creation of 78.1 Crores 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 med-tech, 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. New innovations in agri-tech, med-tech and IoT have been onboarded into the scale-up programme of MIF based on the quantifiable social and environmental impact of their value propositions and business models.</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 FY21 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 organization?	<p>The community development programmes/projects are implemented either directly or in partnership with non-profit organizations, government structure and external agencies. The initiatives undertaken in FY21 either directly or in partnership includes Farm pond development, Dam De-silting, Education programmes with partner NGOs and regulatory bodies, Economic Empowerment programme with UNDP.</p> <p>Through the MIF Scale Up programme, Marico works with 'For Profit' and 'Not For Profit' organizations and is sector agnostic. It focuses on the innovative ideas and the impact an organization wishes to achieve.</p>
8.3	Have you done any impact assessment of your initiative?	<p>Towards creating a noticeable positive impact, our internal teams frequently conduct impact studies of all flagship programmes. They evaluate the impact of community development initiatives on a periodic basis and suggest improvement measures to the CSR Committee as appropriate.</p>

No.	Questions	Information
8.4	What is your Company's direct contribution to community development projects- Amount in ₹ and the details of the projects undertaken.	Marico has spent overall ₹ 20.4 Crores for community development activities. Brief particulars of the CSR initiatives undertaken by Marico in FY21 are provided in the CSR section of this report.
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.	CSR initiatives are rolled out directly or in partnership with NGOs, government agencies and other partners. This helps in widening outreach as well as ensuring the successful adoption by beneficiaries. The projects are constantly evaluated to ensure maximum impact and socially inclusive development. Project teams regularly monitor progress and implement measures to enhance performance.

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

It is 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, nutrition, food safety and product regulations.

The Company believes that consumer opinion, preferences, concerns and inquiries communicated are important sources of information. The Corporate Quality team consciously makes efforts to cater to all consumer concerns. Marico's Corporate Quality Team has put in place Consumer Complaint Management system and cell which is ISO 10002 certified. 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 31 March 2021.
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 labeling 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 behavior during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.	No case was filed by stakeholders related to anti-competitive behavior and irresponsible advertising, and/or is pending as at the end of financial year ended on 31 March 2021
9.4	Did your Company carry out any consumer survey/ consumer satisfaction trends?	Consumer-centricity is the driver for innovation and new product launches at Marico. We connect 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. We have established Consumer Complaint Management cell which is ISO 10002 certified. This helps in systematic resolution of all consumer concerns.