

# Business Responsibility & Sustainability Report FY 2022-23

## Section A: General Disclosure

### I. Details

|    |  |  |
|----|--|--|
| 1  | Corporate Identity Number (CIN) of the Listed Entity   | L63993WB1983PLC036030  |
| 2  | Name of the Listed Entity  | Emami Limited  |
| 3  | Year of incorporation  | 1983   |
| 4  | Registered office address  | Emami Tower, 687, Anandapur, E.M. Bypass, Kolkata 700107   |
| 5  | Corporate address  | Kolkata 700107   |
| 6  | Email  | <a href="mailto:investors@emamigroup.com">investors@emamigroup.com</a>   |
| 7  | Telephone  | +91-33-66136264  |
| 8  | Website  | <a href="http://www.emamiltd.in">www.emamiltd.in</a>   |
| 9  | Financial year for which reporting is being done   | Financial Year 2022-2023 (April 2022 to March 2023)  |
| 10 | Name of the Stock Exchange(s) where shares are listed  | National Stock Exchange of India Ltd (NSE),<br>Bombay Stock Exchange (BSE)   |
| 11 | Paid-up Capital  | ₹ 44.12 crores   |
| 12 | Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report | Name: Mr. Sandeep Kumar Sultania<br>Tel: +91-33-66136264<br>Email id: <a href="mailto:investors@emamigroup.com">investors@emamigroup.com</a> |
| 13 | Reporting boundary   | Standalone basis   |

### II. Product/services

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

| S. No. | Description of Main Activity             | Description of Business Activity  | % Of Turnover of the entity |
|--------|--|---|-----------------------------|
| 1      | Marketing & manufacture of FMCG products | Engaged in manufacture and marketing of consumer goods like Personal care & Healthcare products | 99.8%                       |

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

| S. No. | Product/service                                   | NIC Code | % Of total Turnover contributed |
|--------|---|----------|---------------------------------|
| 1      | 'Ayurvedic' or 'Unani' pharmaceutical preparation | 21003    | 85%                             |
| 2      | Cosmetics and toiletries                          | 20237    | 12%                             |

### III. Operations

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

Emami Limited carries out its operations through its Head Office in Kolkata, 4 regional offices, 1 R&D lab, 7 manufacturing units and depots across 24 states in India.

| Location      | Number of plants | Number of offices | Total |
|---------------|------------------|-------------------|-------|
| National      | 7                | 6                 | 13    |
| International | -                | -                 | -     |

#### 17. Markets served by the entity:

##### a. Number of locations

| Locations                        | Number   |
|----------------------------------|--|
| National (No. of States)         | Pan-India  |
| International (No. of Countries) | Emami Limited's products are exported to 60+ Countries |

##### b. What is the contribution of exports as a percentage of the total turnover of the entity?

During FY 2022-23, exports contributed to 6.1% of the total Standalone Revenues of the Company.

##### c. A brief on types of customers

Our product lines are available across urban and rural markets of India, with a target customer base spanning across all age groups. Currently, we operate across general trade, modern trade, E-commerce marketplaces and pharmacy platforms and D2C portals.

### IV. 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)                | 2,023        | 1,828        | 90%        | 195        | 10%        |
| 2                | Other than permanent (E)     | 59           | 56           | 95%        | 3          | 5%         |
| <b>3</b>         | <b>Total employees (D+E)</b> | <b>2,082</b> | <b>1,884</b> | <b>90%</b> | <b>198</b> | <b>10%</b> |
| <b>WORKERS</b>   |                              |              |              |            |            |            |
| 4                | Permanent (F)                | 1,212        | 982          | 81%        | 230        | 19%        |
| 5                | Other than permanent (G)     | 3,015        | 2,261        | 75%        | 754        | 25%        |
| <b>6</b>         | <b>Total workers (F+G)</b>   | <b>4,227</b> | <b>3,243</b> | <b>77%</b> | <b>984</b> | <b>23%</b> |

## 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</b> |                              |           |          |             |          |            |
| 1                                  | Permanent (D)                | 3         | 2        | 67%         | 1        | 33%        |
| 2                                  | Other than permanent (E)     | 0         | 0        | -           | 0        | -          |
| <b>3</b>                           | <b>Total employees (D+E)</b> | <b>3</b>  | <b>2</b> | <b>67%</b>  | <b>1</b> | <b>33%</b> |
| <b>DIFFERENTLY ABLED WORKERS</b>   |                              |           |          |             |          |            |
| 4                                  | Permanent (F)                | 3         | 3        | 100%        | 0        | -          |
| 5                                  | Other than permanent (G)     | 2         | 2        | 100%        | 0        | -          |
| <b>6</b>                           | <b>Total workers (F+G)</b>   | <b>5</b>  | <b>5</b> | <b>100%</b> | <b>0</b> | <b>-</b>   |

Note: Definition of employee cluster is as under:

Permanent Employees include employees (staffs) who are on company's payroll

• Other than Permanent Employees include retainers and consultants

• Permanent Workers include those workers who are on company's payroll

• Other than Permanent Workers Contractual workers engaged in Contractor's payroll

• Trainees and Apprentices not included in the Workforce

## 19. Participation/Inclusion/Representation of women:

|                           | Total (A) | No. and percentage of Females |           |
|---------------------------|-----------|-------------------------------|-----------|
|                           |           | No. (B)                       | % (B / A) |
| Board of Directors        | 16        | 3                             | 19%       |
| Key Management Personnel* | 7         | 1                             | 14%       |

\* Comprises of Wholtime Directors, Chief Financial Officer and Company Secretary

## 20. Turnover rate for permanent employees and workers:

|                    | FY2022-23<br>(Turnover rate in current FY) |        |       | FY 2021-22<br>(Turnover rate in previous FY) |        |       | FY 2020-21<br>(Turnover rate in the year prior to the previous FY) |        |       |
|--------------------|--|--------|-------|--|--------|-------|--|--------|-------|
|                    | Male                                       | Female | Total | Male   | Female | Total | Male   | Female | Total |
| Permanent employee | 19.6%                                      | 21.1%  | 19.8% | 17.9%  | 17.3%  | 17.8% | 12.8%  | 21.1%  | 13.7% |
| Permanent workers  | 4.0%                                       | 4.6%   | 4.1%  | 3.0%   | 3.8%   | 3.1%  | 3.6%   | 0.8%   | 3.0%  |

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

## 21. Names of holding / subsidiary / associate companies / joint ventures

| S. No. | Name of the holding / subsidiary / associate companies / joint ventures | Indicate whether holding/ Subsidiary/ Associate/ Joint Venture | % Of shares held by listed entity | Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)  |
|--------|---|--|-----------------------------------|---|
| 1      | Emami Bangladesh Ltd.   | Wholly Owned Subsidiary  | 100%                              | The subsidiary companies do not participate in the Business Responsibility initiatives of the listed Company. They conduct their own initiatives applicable on them based on local laws |
| 2      | Emami Lanka (Pvt. Ltd.)   | Wholly Owned Subsidiary  | 100%                              |   |
| 3      | Emami International FZE   | Wholly Owned Subsidiary  | 100%                              |   |
| 4      | Emami Overseas FZE  | Wholly Owned Step Down Subsidiary                              | 100%                              |   |
| 5      | Creme 21 Gmbh   | Wholly Owned Step Down Subsidiary                              | 100%                              |   |

| S. No. | Name of the holding / subsidiary / associate companies / joint ventures | Indicate whether holding/ Subsidiary/ Associate/ Joint Venture | % Of shares held by listed entity | Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No) |
|--------|---|--|-----------------------------------|--|
| 6      | Emami International Personal Care Trading LLC                           | Wholly Owned Step-Down Subsidiary                              | 100%                              |  |
| 7      | Emami Rus (LLC)   | Step Down Subsidiary   | 99.99%                            |  |
| 8      | Pharma Derm SAE Co  | Step Down Subsidiary   | 90.60%                            |  |
| 9      | Brillare Science Pvt. Ltd.  | Subsidiary   | 82.92%                            |  |
| 10     | Helios Lifestyle Pvt. Ltd.  | Subsidiary   | 50.40%                            |  |
| 11     | Tru Native F & B Pvt Ltd  | Associate  | 20.65%                            |  |
| 12     | Cannis Lupus Services India Pvt Ltd                                     | Associate  | 30.00%                            |  |

## VII. CSR Details

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

(ii) Turnover – ₹ 2,906.83 crores

(iii) Net worth – ₹ 2263.70 crores

## VIII. Transparency and Disclosures Compliances

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

Emami Limited has defined channels for receiving complaints/grievances from stakeholders and the same is addressed upholding the ethical standards implemented by the company as laid down in its Code of Conduct (CoC). The CoC is applicable to the Board Members including Independent Directors, members of the Management Committees and all employees up to the level of functional heads (HODs). The CoC provide guidance on matters related to ethics, workplace responsibilities and conflict of interest. The same can be accessed on company's website through: <https://www.emamiltd.in/investor-info/pdf/CodeofConduct.pdf>

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)   | FY 2022-23                                 |  |         | FY 2021-22                                 |  | Remarks |
|---|--|--|--|---------|--|--|---------|
|   |  | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks | Number of complaints filed during the year | Number of complaints pending resolution at close of the year |         |
| Communities                                       | Yes  | 0  | 0  | -       | 0  | 0  | -       |
| Investor (other than shareholders)                | Yes  | 0  | 0  | -       | 0  | 0  | -       |
| Shareholders                                      | Yes<br><a href="https://www.emamiltd.in/investor-info/index.php#InvestorsServiceCentre">https://www.emamiltd.in/investor-info/index.php#InvestorsServiceCentre</a> | 3  | 0  | -       | 6  | 0  | -       |
| Employees and workers                             | Yes<br><a href="https://www.emamiltd.in/investor-info/pdf/WhistleBlowerPolicyEmami.pdf">https://www.emamiltd.in/investor-info/pdf/WhistleBlowerPolicyEmami.pdf</a> | 1  | 0  | -       | 0  | -  |         |
| Customers   | Yes  | 494  | 0  | -       | 778  | 0  | -       |
| Value chain partners                              | Yes <sup>1</sup>   | -  | -  | -       | -  | -  | -       |

<sup>1</sup>We are in the process of developing an online portal for value chain partners to lodge their grievances; however, we have a system in place for responding to complaints received via mails or calls.

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

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

Materiality assessment is the process of determining topics (issues) that can impact economic, environmental, social and governance attributes in our business. It has the potential to influence the decisions of stakeholders. Our stakeholders are entities, individuals, organizations, and institutions who influence and are also interested in our business performance. The preliminary step in our materiality assessment is to identify and consult with the right set of stakeholders (or representatives) who can provide useful insights for our business. Our materiality assessment process includes –

- a) **Identification of sector specific material topics:** The process involves identifying mapping of standards like Global Reporting Initiative (GRI), United Nations Sustainable Development Goals (UN SDGs), International Integrated Reporting Council (IIRC) requirements, to understand the appropriate material topics.
- b) **Identification of external stakeholders:** We assess the impact of our business operations on investors, customers, employees, community, industry associations, suppliers and NGOs and evaluate ways to improve stakeholder value creation.
- c) **External stakeholder consultation:** We liaison with external stakeholders and seek their perception-based scoring on the material topics identified. Such material topics are further prioritized basis the importance it holds to each stakeholder group.
- d) **Prioritization of material topics relevant to our Company:** External stakeholder responses are first assessed and collated in a table and average score of each material topic is calculated based on stakeholder scoring. The collated tables of material topics are categorized into low, medium, and high category and finally the materiality map is finalized post consultation with our decision-making committee and senior leadership team.

We are committed towards implementing relevant policies to ensure responsible business conduct and undertake required sustainability initiatives. We are evaluating the scope of procedures that needs to be incorporated and identify key personnel to monitor our performance at regular intervals.

| S. No. | Material issue identified             | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk/opportunity  | In case of risk, approach to adapt or mitigate   | Positive or negative financial implications  |
|--------|---------------------------------------|--|---|--|--|
| 1      | Waste Management and Circular Economy | Risk and Opportunity                       | <ul style="list-style-type: none"> <li>▪ Stringent regulations by government around waste management</li> <li>▪ We have a prolonged 3R (Reduce-Reuse-Recycle) approach in place to promote circular economy in our operations</li> <li>▪ Emami’s increased focus on R&amp;D and innovation has led to higher utilization of eco-friendly and/or recycled packaging options</li> </ul> | <ul style="list-style-type: none"> <li>▪ Continuous sustainable efforts towards waste reduction, segregation and disposal system</li> <li>▪ Usage of Post-Consumer Recycled (PCR) plastics in our packaging</li> <li>▪ We have replaced 50% of our LDPE shrink films with recycled content</li> <li>▪ For our Navratna Brand, we have used 25% and 40% of recycled Polyethylene terephthalate (R-PET) in our primary and secondary packaging respectively</li> </ul> | <p><b>Positive</b> – a) Herbal waste generated at our manufacturing sites are converted into manure and utilized as an organic fertilizer for plants at our site Consumers are becoming more aware of the environmental impact of the products they buy, and they are more likely to support companies that prioritize sustainability.</p> <p>b) Using Post-Consumer Recycled plastics (PCR) over virgin plastic, can save on costs, increase profits, lower carbon footprint.</p> <p><b>Negative</b> – Government has enacted environmental and waste management regulations that promotes recycling of generated waste. Failure to comply with these regulations can result in fines, legal action, and damage to the company’s reputation</p> |

| S. No. | Material issue identified          | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk/opportunity  | In case of risk, approach to adapt or mitigate   | Positive or negative financial implications   |
|--------|------------------------------------|--|---|--|---|
| 2      | Water and Effluents                | Risk                                       | <ul style="list-style-type: none"> <li>A growing population and the effects of climate change have disrupted traditional water sources. Hence, water being a finite resource will pose a risk to our operations</li> </ul>  | <ul style="list-style-type: none"> <li>Reduction in groundwater extraction at all our manufacturing facilities through technological intervention</li> <li>We continuously take targets to achieve the ETP treated water parameters within the permissible limit, thus, moving on our journey towards water stewardship at all our manufacturing facilities</li> <li>Rainwater harvesting system at four manufacturing sites to recharge ground water</li> </ul>   | <p><b>Neutral</b> – No positive or negative financial implication is foreseen in the near future. We are taking continuous efforts for better water management in our system</p>  |
| 3      | Energy Management & Climate Change | Risk and Opportunity                       | <ul style="list-style-type: none"> <li>Increase in temperature and excessive heat due to global warming and erratic rainfall have caused deep impact on cultivation of herbs</li> <li>Higher fuel/ energy costs due to enhanced regulatory stringency and fuel supply/ demand imbalance has led to increase in cost of electricity</li> </ul> | <ul style="list-style-type: none"> <li>We have installed solar panels as renewable sources of energy at three of our facilities with capacity – <ul style="list-style-type: none"> <li>✓ Pacharia Unit: 1 Mega Watt Capacity</li> <li>✓ Masat Unit: 200 KW Capacity</li> <li>✓ Dongari Unit: 320 KW Capacity</li> </ul> </li> <li>We are transitioning towards other alternative forms of energy like Piped Natural Gas (PNG) and Bio-briquettes to increase usage of cleaner fuels</li> <li>We are evaluating to collaborate with Government for promoting micro region-specific agronomic practices for supporting the farmers to indulge in organic herb cultivation to mitigate adverse weather impacts</li> </ul> | <p><b>Positive</b> – Increased solar power usage confirms lesser dependency on conventional energy sources thereby reducing electricity consumption cost</p> <p>PNG is more commercially viable than High Speed Diesel (HSD) in terms of fuel efficiency and maintenance cost as it offers clean and efficient combustion by not leaving deposits on heat exchange surfaces</p> |
| 4      | GHG Emissions                      | Risk                                       | <ul style="list-style-type: none"> <li>Growing requirement from customers, society and investors to disclose, commit and work towards reduced emissions. The potential carbon taxes in future either directly or in-directly is also considered as a risk for Emami</li> </ul>  | <ul style="list-style-type: none"> <li>We have taken significant efforts towards reducing our Scope 1 &amp; Scope 2 emissions through energy efficiency improvement, alternative fuel, use of renewable energy</li> </ul>  | <p><b>Neutral</b> – Energy efficient processes, directly help in reducing electricity consumption, leading to savings in electricity expenditures, and resulting in savings in cost of carbon abatement associated with it</p>  |
| 5      | Human Rights                       | Risk                                       | <ul style="list-style-type: none"> <li>Changing regulations around human rights may pose as a challenge to maintain the brand reputation</li> </ul>   | <ul style="list-style-type: none"> <li>The company has put in substantial efforts to ensure that no human right violations have occurred in our business. This is embedded in our Human Rights policy of ESG policy framework and Code of Conduct</li> </ul>   | <p><b>Negative</b> – Any violation can lead to severe reputational and financial risk for the organization</p>  |

| S. No. | Material issue identified      | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk/opportunity  | In case of risk, approach to adapt or mitigate  | Positive or negative financial implications  |
|--------|--------------------------------|--|---|---|--|
| 6      | Community Welfare              | Opportunity                                | <ul style="list-style-type: none"> <li>Corporate Social Responsibility (CSR) has been a long-standing commitment at Emami Limited. Our objective is to support socio-economic sustainable development.</li> <li>During FY2022-23, the Company allocated ₹ 10.48 crores for CSR initiatives across education &amp; skill development, health, water &amp; sanitation, and social upliftment engagements for ~70,000 beneficiaries</li> </ul> | NA  | <p><b>Positive</b> – We acknowledge our social obligations and contributes to the nation building through our corporate social responsibility programs</p>                                       |
| 7      | Occupational health and safety | Risk                                       | <ul style="list-style-type: none"> <li>Workplace accidents and illnesses can result in significant financial costs to a company, including medical expenses, lost productivity, workers' compensation claims, legal fees, and damage to equipment or property. These costs can have a significant impact on a company's bottom line, especially if they occur frequently or involve serious injuries.</li> </ul>                            | <ul style="list-style-type: none"> <li>The employees of the company have undergone numerous OHS training programs.</li> <li>Health and term life insurance have been provided to the company's employees</li> <li>The Company has system in place to identify and prevent any potential hazards which can cause work related accident</li> <li>We have completed HIRA for all regular processes in our operations. All non-standard works are controlled through defined work permit system.</li> <li>We have appointed dedicated Health &amp; Safety officer for each manufacturing unit, who is responsible for highlighting the prevalent concerns and prepare mitigation plan to address the changing requirements of health &amp; safety parameters to the EHS Committee</li> <li>All our manufacturing facilities are ISO 45001 / OHSAS 18001 certified</li> <li>All our manufacturing units facilitates prompt reporting and recording of hazards identified, whereby workers can scan QR codes to report incidents</li> </ul> | <p><b>Negative</b> – OHS risks can lead to injuries, illnesses, or fatalities, resulting in significant human costs such as medical expenses, lost productivity, and reduced employee morale</p> |

| S. No. | Material issue identified              | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk/opportunity  | In case of risk, approach to adapt or mitigate   | Positive or negative financial implications   |
|--------|--|--|---|--|---|
| 8      | Employee Wellbeing                     | Opportunity                                | <ul style="list-style-type: none"> <li>Building an innovative work environment to foster employee well-being, enhance relationships and sustain long term productivity by providing work life balance, better career progression, healthy &amp; safe working environment has been a long-term commitment for Emami Limited.</li> <li>Company's ability to ensure that it's culture and hiring and promotion practices foster the building of a diverse and inclusive workforce</li> </ul> | NA   | <b>Positive</b> – Create a workplace culture in which employees feel valued, respected, and accepted  |
| 9      | Corporate Governance & Business Ethics | Risk                                       | <ul style="list-style-type: none"> <li>Poor corporate governance may lead to issues such as corruption, negligence, fraud and lack of accountability.</li> <li>Lack of proper policies and procedures that govern the success of business may result in moral and ethical problems</li> </ul>   | <ul style="list-style-type: none"> <li>Emami Limited has a robust corporate governance structure to evaluate potential risks impacting the business and identify the likelihood and impact of such risks.</li> <li>Adequate policies and procedures are put in place to govern the effective implementation of our business strategy.</li> </ul> | <b>Negative</b> – Lack of mechanism to assess and manage risks effectively, may result in stunted business growth and loss of brand reputation                                |
| 10     | Consumer Health, Wellness and Benefits | Opportunity                                | <ul style="list-style-type: none"> <li>Consumers around the world are prioritizing their well-being needs. Hence, effective engagement with consumers is crucial for promoting wellness around health, fitness, nutrition and significantly influence their behaviour for prioritizing wellness.</li> <li>Emami Limited believes in enriching customer value by advocating high customer satisfaction through adequate preference assessment.</li> </ul>                                  | NA   | <b>Positive</b> – Changing healthcare demands have led to increased awareness of ayurvedic products, reckoning high growth potential in the health and wellness segment       |
| 11     | Regulatory Compliance                  | Risk                                       | <ul style="list-style-type: none"> <li>Stringent statutory requirements pose threat to an organization's reputation through potential exposure to legal penalties, monetary fines and material losses in the event of failure to act ethically</li> </ul>   | Emami Limited ensures adherence to all relevant environmental, statutory, and regulatory laws  | <b>Negative</b> – Unethical practices may lead to high monetary and non-monetary fines / penalties thereby impacting brand perception in the minds of customers and investors |



## Section B: Management and Process Disclosures

| Disclosure Questions  | P1   | P2  | P3  | P4  | P5  | P6  | P7  | P8  | P9  |
|---|--|-----|-----|-----|-----|-----|-----|-----|-----|
| <b>Policy and management process</b>  |  |     |     |     |     |     |     |     |     |
| 1. a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs. (Yes/No)  | Yes  | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| b. Has the policy been approved by the Board? (Yes/No)  | Yes  | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| c. Web Link of the Policies, if available   | <a href="http://www.emamilttd.in/investor-info/pdf/Business_Responsibility_Policy.pdf">http://www.emamilttd.in/investor-info/pdf/Business_Responsibility_Policy.pdf</a>  |     |     |     |     |     |     |     |     |
| 2. Whether the entity has translated the policy into procedures. (Yes / No)   | Yes  | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 3. Do the enlisted policies extend to your value chain partners? (Yes/No)   | Yes  | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 4. Name of the national and international codes / certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. | <ul style="list-style-type: none"> <li>▪ For Pacharia unit, Pantragar unit, Massat unit, Amingaon unit and Vapi unit we have obtained:               <ul style="list-style-type: none"> <li>✓ Environment Management System (EMS): ISO 140001 certification</li> <li>✓ Occupational Health &amp; Safety Management System (OHSMS): ISO 45001 certification</li> <li>✓ Quality Management Systems - ISO 9001:2015</li> </ul> </li> <li>▪ Good Manufacturing Practices - WHO GMP for Vapi and Massat manufacturing units</li> <li>▪ Certificate of Pharmaceutical Products (COPP) for all products of Vapi and Massat manufacturing units</li> </ul>   |     |     |     |     |     |     |     |     |
| 5. Specific commitments, goals and targets set by the entity with defined timelines, if any.  | <p>Emami Limited has taken short-term targets for advocating commitments towards prevention of natural resources degradation. We are consciously monitoring environmental and social impacts of our business operations across all manufacturing units. Our HSE team at each manufacturing unit monitors current performance level against environmental and social parameters and develops next year targets basis baseline determined.</p> <p>By FY 2023-2024, across all manufacturing units, we pledge to:</p> <ul style="list-style-type: none"> <li>▪ Reduce grid electricity consumption by 3.9 lac units through focussed energy reduction projects</li> <li>▪ Reduce water consumption by 4,400 KL through water conservation technological interventions</li> <li>▪ Reduce fuel consumption by 12,500 litres through efficiency improvement of high energy consumption equipment</li> <li>▪ Reduce 2% in Scope 1 &amp; Scope 2 emissions by transitioning towards cleaner fuel and process optimisation</li> <li>▪ Contribute towards 2% reduction in solid waste generation by creating awareness on circular economy and responsible waste management through 3R approach (Reduce, Reuse and Recycle)</li> </ul> |     |     |     |     |     |     |     |     |
| 6. Performance of the entity against the Specific commitments, goals, and targets along-with reasons in case the same are not met.  | <p>Emami Limited has embraced a holistic approach to achieve sustainability in their operations encompassing parameters of safety, environment, water conservation, energy conservation and waste management. Over the years, the Company has achieved few milestones on our journey towards zero accidents, zero liquid discharge and zero environmental incidents.</p> <ul style="list-style-type: none"> <li>▪ In the last year, the Company has reduced 36% High Speed Diesel (HSD) consumption in boilers at Pacharia unit, Assam. The boilers are now charged with approximately 96% bio-briquette and 4% diesel.</li> </ul>   |     |     |     |     |     |     |     |     |

| Disclosure Questions | P1   | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|----------------------|--|----|----|----|----|----|----|----|----|
|                      | <ul style="list-style-type: none"> <li>▪ At Pantnagar unit, Uttarakhand, we have transitioned into the PNG use in boilers as it produces negligible amount of sulphur and mercury, and CO2 emissions can be curbed to an extent of 13% compared to that of HSD.</li> <li>▪ In our efforts to reduce dependency on conventional energy sources, we have significantly increased solar energy usage across four manufacturing units. At Pacharia unit, Assam, we have undertaken solar power generation with 1MW capacity, which has facilitated 12% of solar energy being used for electricity. At Massat unit, Silvassa, we have undertaken solar power generation with 200KW capacity and at Dongari unit, Maharashtra, with 320KW capacity.</li> <li>▪ We have established an integrated waste management system, responsible scrap disposal process, reuse of ETP treated water, recycling of plastic and e-waste through certified vendors to promote circular economy.</li> <li>▪ We have also eliminated identified safety risks through engineering controls, high emphasis is placed on process safety, 360-degree machine guarding is done with interlocks, robust EHS leadership control and structured hazard identification and mitigation.</li> </ul> |    |    |    |    |    |    |    |    |

**Governance, leadership, and oversight**

|   |   |  |  |  |  |  |  |  |  |
|---|---|--|--|--|--|--|--|--|--|
| 7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements | <p>The issues of climate change and environmental degradation have taken centre stage among many agencies and authorities around the world. The need for sustainable development has gained immense importance.</p> <p>The FMCG industry has witnessed growing environment consciousness among its customers, hence lack of ESG accountability and supply chain ethics will taint brand image, affect consumer decisions, despite high growth potential. We at Emami Limited are guided by a comprehensive set of policies which outlines our commitment to combat the negative impacts of climate change and preserve natural and human resources.</p> <p>As a responsible organization, we are taking concerted efforts and take decisive actions that benefit people and planet towards building a brighter future. By taking on sustainability commitments and working towards their achievement, we create value for our stakeholders including employees, investors, customers, value chain partners, local community etc. and positive footprints for a healthy and sustainable future.</p> <p>We continuously engage with our stakeholders to identify key ESG risks and concerns that have become our core focus. We have defined our commitments, goals and targets in line with the identified material topics. When I look back on FY23, I'm particularly proud of the work we did to bolster our commitment to sustainability and corporate social responsibility (CSR).</p> <p>To preserve our natural resources, we have adopted the principles of Reduce, Reuse, and Recycle (3R's) and have replaced more than 25% of primary PET bottles, 40% of secondary PET bottles and 50% of LDPE with recycled materials.</p> <p>We have also installed solar rooftop system at three of our manufacturing sites to promote clean energy. Our Effluent Treatment Plants and transition towards Zero Liquid Discharge (ZLD) is helping us to manage our water footprint.</p> <p>The Company's CSR programmes are focused on strengthening the country's holistic societal development with its thrust in areas such as education &amp; skill development, health, water &amp; sanitation, and social upliftment engagements. The success of these initiatives lies in delivering impact with optimum use of resources, leveraging strengths and collaborating on areas where capacities need to be built. We engage with reputed NGOs to carry out our community welfare activities. In the fiscal year 2022-23, the company prioritized its efforts on providing support to the 78,000+ beneficiaries in the areas of education, healthcare, skill development and sustainable livelihood.</p> <p>Emami Limited has embarked on a sustainability journey to ensure our transformation into becoming a Company of the future, enhancing a sustainable outlook across all our businesses and operations and build a better world by taking one step at a time.</p> <p>While we are proud of our achievements, we recognize that there is still much to be done. We will continue to take proactive steps towards sustainability and integrate it into every aspect of our business practices.</p> |  |  |  |  |  |  |  |  |
|---|---|--|--|--|--|--|--|--|--|

| Disclosure Questions  | P1  | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|---|----|----|----|----|----|----|----|----|
| 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).   | The Board has delegated Corporate Governance Committee to supervise the implementation of BRSR framework during the year.   |    |    |    |    |    |    |    |    |
| 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. | Yes. The Corporate Governance Committee is delegated the duty to monitor, supervise and guide through the sustainability journey undertaken by Emami Limited. The Committee will be responsible for decision making on sustainability related issues and lay down requisite procedures to mitigate the risks. |    |    |    |    |    |    |    |    |

#### 10. Details of Review of NGRBCs by the Company:

| Subject for Review   | Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee  |     |     |     | Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify) |     |     |     |     |
|--|---|-----|-----|-----|--|-----|-----|-----|-----|
|  | P 1   | P 2 | P 3 | P 4 | P 5  | P 6 | P 7 | P 8 | P 9 |
| Performance against above policies and follow up action  | All the policies of the Company are approved by the Board and reviewed periodically or on a need basis by Senior Management as a part of ESG review.<br>The Corporate Governance Committee reviews the performance of business keeping the ESG agenda at top priority. Such reviews are conducted on an annual basis and improvement plans are shared with the respective operations team heads.<br>During the review, the effectiveness of the policies is evaluated and necessary amendments to policies and procedures are implemented, if required. |     |     |     |  |     |     |     |     |
| Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances  | Emami Limited is in compliance with all statutory laws and regulatory statutes.   |     |     |     |  |     |     |     |     |
| 11. Has the entity carried out independent assessment / evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency. | Yes. Det Norske Veritas (DNV) & Ernst and Young (EY)  |     |     |     |  |     |     |     |     |
| 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 | %age of persons in respective category covered by the awareness programmes |
|-----------------------------------|--|---|--|
| Board of Directors                | 1  | ▪ All   | 100%   |
| Key Managerial Personnel          | 1  | ▪ All   | 100%   |
| Employees other than BoD and KMPs | 1  | ▪ All including specific trainings on POSH                    | 100%   |
| Workers                           | 16   | ▪ All   | 100%   |

*Note: All the principles laid down in BRSR are covered by Emami Limited's mandatory training which is adhered to by Board of Directors, Key Managerial Personnel, and all employees.*

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 FY 2022-23.

Nil

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

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.

Yes. We recognize that ethics, transparency, and accountability are the key pillars to a sound governance structure. We assign significant importance to managing risks and opportunities surrounding ethical conduct of business, including fraud, corruption, bribery and facilitation payments, fiduciary responsibilities, and other behaviour that may have an ethical component. Our Code of Conduct (<https://www.emamilttd.in/investor-info/pdf/CodeofConduct.pdf>) complies with the legal requirements of applicable laws and regulations, including anti-bribery, anti-corruption and ethical handling of conflicts of interest. Additionally, we also have Whistle Blower Policy that provides the framework for vigil mechanism for reporting unethical behaviour of all employees.

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

Nil

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

|  | FY2022-23 |         | FY 2021-22 |         |
|--|-----------|---------|------------|---------|
|  | Number    | Remarks | Number     | Remarks |
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | 0         | -       | 0          | -       |
| Number of complaints received in relation to issues of Conflict of Interest of the KMPs      | 0         | -       | 0          | -       |

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

### Leadership Indicators

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

Yes. Emami Limited conducts workshops with value chain partners to discuss on product traceability and supply chain ethics. We are focussed towards developing awareness on key areas like human rights, labour management and business sustainability.

Over the past 2 years, we have embarked on a journey to double the rural coverage from 32,000 villages to 60,000 villages as part of our rural expansion and micro-entrepreneur skill building program through Project Khoj. This rural expansion is getting geocoded at the same time giving the organization a wealth of rural retail level behaviour and buying patterns to ensure higher service performance. The approach uses analytical tools to identify the right villages and map them by their coordinates to create a full-proof expansion plan for reaching out to the places with the right potential. We conduct one-on-one sessions with the distributors to discuss benefits of association, product portfolio and analyse consumer purchase patterns.

We have already added approximately 20,000 villages in the last 2 years, thereby taking the total rural footprint upwards to 52,000 villages. In FY 23-24, we plan to add 8,000 villages more to reach our target of 60,000 villages.

**2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same.**

Yes. The Company has defined the Code of Conduct, which applies to all employees across the organization including the Board of Directors. The Code of Conduct provides procedural guidance on matters related to work ethics, business responsibilities and conflict of interest. As per the Code of Conduct, all the employees and Board of Directors of the organization are required to avoid situations which may be in conflict with the interest of the Company or prejudicial to the Company's interest. The Board Members are required to disclose their interest at the time of appointment and thereafter every year as required under the Companies Act 2013.

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

### Essential Indicators

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

Emami Limited has undertaken various initiatives to drive the overall organizational sustainability objectives. In order to lower environmental and social impacts of our products and processes, our R&D team is actively engaged in product innovation and technological improvements. The company is strongly committed to reduce its environment footprint and promoting sustainable practises across our operations. Few such key aspects of our R&D efforts are:

- For the production of Zandu RhumasyL, the Company has developed a heating free process to advocate the objective of reducing energy intensity and promote sustainable practices. By eliminating heat, the Company is not only reducing their energy consumption, but also lowering their carbon footprint.
- The company has made changes to Zandu Lalima's manufacturing process in order to conserve water. Previously, the herbs used as raw materials were individually extracted and mixed, which required more water usage. However, the Company has now switched to mixing the herbs together, which has reduced the overall water consumption requirement for manufacturing the product. This change is in line with the Company's commitment to sustainable practices and water conservation.
- The company has replaced sugar with jaggery for the production of Zandu Chyawanprash, Jaggery is an unrefined natural sweetener that requires less processing compared to sugar, which is typically refined. This ensures minimal processing requirements. Furthermore, jaggery has lower sucrose content than sugar, making it a better alternative.

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

Yes. There are procedures in place for sustainable sourcing. Emami Limited has Board approved ESG policy framework which includes product lifecycle sustainability. The policy outlines Emami Limited's commitment to making its supply chain more responsible and sustainable.

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

Emami Limited has a strong cross-functional communication to enable the sourcing team to procure optimum quantity in accordance with manufacturing and sales forecast. We have taken initiatives like using lightweight packing materials, recycled materials, optimising structural and material design to promote sustainability.

The Company takes into consideration various social, ethical, and environmental performance factors while selecting suppliers. Majority of the raw and packing materials are sourced from suppliers who are either covered by the Company's sustainable sourcing programmes and/or are certified to be compliant with standards such as ISO 14001, OHSAS 45001, FSC, FDA, BRC and USRA.

The Company also engages with suppliers and transporters to establish and strengthen best practices that emphasizes on sustainable sourcing. Emami Limited follows a comprehensive supplier assessment process to identify areas of improvement and providing required support to bridge the gaps.

Further, the Company collaborates with local authorities, Govt. institutions, self-help groups and engages with local farmers and collectors in various states through contractual cultivation of medicinal herbs. Emami Limited has conducted 20+ capability building programs across regions wherein the Company provides technical guidance, training on cultivation and post-harvest management to 1,200+ participant farmers along with quality planting material for this purpose. This initiative not only enhanced the incomes of the farmers but also made them aware about conservation of medicinal plants. The Company has also facilitated registration of 800+ farmers under State Government Cultivation Programmes and distributed planting materials to farmers.

Overall, Emami Limited sources 60% of its input material from within the district and neighbouring districts in the vicinity of its manufacturing units supporting local economy and livelihood.

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.**

Emami Limited endeavours to promote circular economy and resource optimization across its value chain. We have adopted a multipronged approach to reduce wastes in the Company's operations:

- a) Plastics - We are cognizant of our EPR obligations and partnered with 3 associations for responsible handing over and disposal of plastic waste generated from our business operations.
- b) E-waste - E-waste generated from our operations across all the offices and manufacturing units are responsibly disposed through certified vendors.
- c) Hazardous Waste – Shelf-life expired products are responsibly directed towards certified vendors for disposal directly from our depots.

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Yes. Emami Limited is in compliance with the requirements of Plastic Waste Management Rules, 2016 and subsequent amendments and the waste collection plan are in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards. We have partnered with 3 associations, who are registered with Central Pollution Control Board (CPCB) as a Plastic Waste Processor (PWP).

Waste bought back by PWP for brands are collected through waste pickers / aggregators and are subsequently sent to collection centres / manufacturing facilities where wastes are segregated and sorted. The segregated wastes are then cleaned, washed, extruded and compounded to pellets which are used to manufacture the final products.

We use 50% of Post-Consumer Recycled (PCR)-LDPE in our shrink bundling films. We are also successfully qualified to use PCR PET for primary and secondary packaging after robust stability and moulding process qualification. For primary packaging of Navratna Oil we are using PET bottles with 25% R-PET and for secondary packaging PET Jar is used with 40% R-PET content. In FY 2022-23, 10,204 MT

of waste has been processed via EPR, which accounts for approximately 74% of total plastic consumption liability of each category.

### Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products?  
No
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.  
Not applicable
3. Percentage of recycled or reused input material to total material (by value) used in production.  
During FY 2022-23, we have used recycled/ reused input material to total material of:
  - 25% R-PET in primary PET packaging
  - 40% R-PET in secondary PET packaging
  - 50% R-LDPE in LDPE shrink films
4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:  
Not applicable
5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.  
Not applicable

**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<br>A                | Health insurance |            | Accident insurance |             | Maternity benefits |            | Parental benefits |          | Day care facilities |            |
|                            |                           | No. B            | % (B/A)    | No. C              | % (C/A)     | No. D              | % (D/A)    | No. E             | % (E/A)  | No.F                | % (F/A)    |
| <b>Permanent employees</b> |                           |                  |            |                    |             |                    |            |                   |          |                     |            |
| Male                       | 1,828                     | 1,390            | 76%        | 1,828              | 100%        | 0                  | -          | 0                 | -        | 0                   | -          |
| Female                     | 195                       | 121              | 62%        | 195                | 100%        | 195                | 100%       | 0                 | -        | 195                 | 100%       |
| <b>Total</b>               | <b>2,023</b>              | <b>1,511</b>     | <b>75%</b> | <b>2,023</b>       | <b>100%</b> | <b>195</b>         | <b>10%</b> | <b>0</b>          | <b>-</b> | <b>195</b>          | <b>10%</b> |
| <b>Permanent employees</b> |                           |                  |            |                    |             |                    |            |                   |          |                     |            |
| Male                       | 56                        | 11               | 20%        | 56                 | 100%        | 0                  | -          | 0                 | -        | 0                   | -          |
| Female                     | 3                         | 0                | -          | 3                  | 100%        | 3                  | 100%       | 0                 | -        | 3                   | 100%       |
| <b>Total</b>               | <b>59</b>                 | <b>11</b>        | <b>19%</b> | <b>59</b>          | <b>100%</b> | <b>3</b>           | <b>5%</b>  | <b>0</b>          | <b>-</b> | <b>3</b>            | <b>5%</b>  |



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

| Category                   | % Of employees covered by |                  |             |                    |             |                    |            |                   |          |                     |             |
|----------------------------|---------------------------|------------------|-------------|--------------------|-------------|--------------------|------------|-------------------|----------|---------------------|-------------|
|                            | Total A                   | Health insurance |             | Accident insurance |             | Maternity benefits |            | Parental benefits |          | Day care facilities |             |
|                            |                           | No. B            | % (B/A)     | No. C              | % (C/A)     | No. D              | % (D/A)    | No. E             | % (E/A)  | No.F                | % (F/A)     |
| <b>Permanent employees</b> |                           |                  |             |                    |             |                    |            |                   |          |                     |             |
| Male                       | 982                       | 327              | 33%         | 982                | 100%        | 0                  | -          | 0                 | -        | 0                   | -           |
| Female                     | 230                       | 56               | 24%         | 230                | 100%        | 230                | 100%       | 0                 | -        | 230                 | 100%        |
| <b>Total</b>               | <b>1,212</b>              | <b>383</b>       | <b>32%</b>  | <b>1,212</b>       | <b>100%</b> | <b>230</b>         | <b>19%</b> | <b>0</b>          | <b>-</b> | <b>230</b>          | <b>19%</b>  |
| <b>Permanent employees</b> |                           |                  |             |                    |             |                    |            |                   |          |                     |             |
| Male                       | 2,261                     | 2,261            | 100%        | 2,261              | 100%        | 0                  | -          | 0                 | -        | 2,261               | 100%        |
| Female                     | 754                       | 754              | 100%        | 754                | 100%        | 754                | 100%       | 0                 | -        | 754                 | 100%        |
| <b>Total</b>               | <b>3,015</b>              | <b>3,015</b>     | <b>100%</b> | <b>3,015</b>       | <b>100%</b> | <b>754</b>         | <b>25%</b> | <b>0</b>          | <b>-</b> | <b>3,015</b>        | <b>100%</b> |

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

| Benefits | FY2022-23  |  |  | FY 2021-22   |  |  |
|----------|--|--|--|--|--|--|
|          | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) | No. of employees covered as a % of total employees | No. of workers covered as a % Of total workers | Deducted and deposited with the authority (Y/N/N.A.) |
| PF       | 100%   | 100%   | Yes  | 100%   | 100%   | Yes  |
| Gratuity | 100%   | 100%   | Yes  | 100%   | 100%   | Yes  |
| ESI      | 10%  | 68%  | Yes  | 13%  | 75%  | Yes  |

3. Accessibility of workplaces: Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, most of the Company's key establishments including offices and manufacturing units are accessible to the differently abled. We have taken several measures to create an inclusive environment such as installing ramps, and elevators for ease of movement of people with locomotive disability. We have also ensured that doorways and corridors are wide enough for wheelchair users. Additionally, we have made the restrooms, workstations, and common areas accessible to all and equipped with necessary accommodations.

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.

Yes. Emami Limited provides equal employment opportunity to all candidates irrespective of race, caste, creed, religion, and employees are encouraged to work without any kind of biasness / discrimination in practice, the details of which are laid down in our ESG Policy Framework. The same can be accessed on company's website through: <https://www.emamilttd.in/investor-info/pdf/BRSR-Policy.pdf>.

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

| FY 22-23     | Permanent employees |                | Permanent workers   |                |
|--------------|---------------------|----------------|---------------------|----------------|
|              | Return to work rate | Retention rate | Return to work rate | Retention rate |
| Male         | -                   | -              | -                   | -              |
| 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 worker? If yes, give details of the mechanism in brief.

|                                | Yes/No (If yes, then give details of the mechanism in brief)   |
|--------------------------------|--|
| Permanent employees            | Yes. Emami Limited has a grievance redressal mechanism available to employees which facilitates management of workplace conflicts effectively and maintain harmony. Employees are encouraged to report work related concerns and prompt actions are sought for, with an intent to address the matter in a fair and just manner, whilst being in compliance with the company policies and procedures. The Whistle Blower Policy entails reporting of unethical behaviour to the management and confirms protection to the whistle blower from being victimised. |
| Other than permanent employees |  |
| Permanent workers              | Across all manufacturing units, Emami Limited maintains a Grievance register which contains details of complaints raised by workers. The grievance handling team has the responsibility to investigate and resolve all such issues on priority basis as & when any grievance gets registered.  |
| Other than permanent workers   |  |

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

| Category                         | FY2022-23  |  |           | FY 2021-22   |   |           |
|----------------------------------|--|--|-----------|--|---|-----------|
|                                  | 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 (A) | No. of employees / workers in respective category, who are part of association (s) or Union (B) | % (B / A) |
| <b>Total Permanent Employees</b> | 2023   | 18   | 1%        | 2013   | 26  | 1%        |
| Male                             | 1828   | 14   | 1%        | 1829   | 19  | 1%        |
| Female                           | 195  | 4  | 2%        | 184  | 7   | 4%        |
| <b>Total Permanent Workers</b>   | 1212   | 1088   | 90%       | 1192   | 1094  | 92%       |
| Male                             | 982  | 858  | 87%       | 953  | 858   | 90%       |
| Female                           | 230  | 230  | 100%      | 239  | 236   | 99%       |

8. Details of training given to employees and workers:

| Category         | Total A      | FY 2022-23                  |             |                      |             | Total D      | FY 2021-22                  |             |                      |            |
|------------------|--------------|-----------------------------|-------------|----------------------|-------------|--------------|-----------------------------|-------------|----------------------|------------|
|                  |              | On health & safety measures |             | On skill upgradation |             |              | On health & safety measures |             | On skill upgradation |            |
|                  |              | No. (B)                     | % (B/A)     | No. (C)              | No. (B)     |              | No. (E)                     | % (E/D)     | No. (F)              | % (F/D)    |
| <b>Employees</b> |              |                             |             |                      |             |              |                             |             |                      |            |
| Male             | 1,884        | 1,884                       | 100%        | 1,228                | 65%         | 1,870        | 1,870                       | 100%        | 871                  | 47%        |
| Female           | 198          | 198                         | 100%        | 189                  | 95%         | 188          | 188                         | 100%        | 97                   | 52%        |
| <b>Total</b>     | <b>2,082</b> | <b>2,082</b>                | <b>100%</b> | <b>1,417</b>         | <b>68%</b>  | <b>2,058</b> | <b>2,058</b>                | <b>100%</b> | <b>968</b>           | <b>47%</b> |
| <b>Workers</b>   |              |                             |             |                      |             |              |                             |             |                      |            |
| Male             | 3,243        | 3,243                       | 100%        | 251                  | 7.7%        | 2,572        | 2,572                       | 100%        | 613                  | 24%        |
| Female           | 984          | 984                         | 100%        | 65                   | 6.6%        | 882          | 882                         | 100%        | 236                  | 27%        |
| <b>Total</b>     | <b>4,227</b> | <b>4,227</b>                | <b>100%</b> | <b>316</b>           | <b>7.5%</b> | <b>3,454</b> | <b>3,454</b>                | <b>100%</b> | <b>849</b>           | <b>25%</b> |

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

| Category         | FY2022-23    |              |              | FY 2021-22   |              |            |
|------------------|--------------|--------------|--------------|--------------|--------------|------------|
|                  | Total (A)    | No. (B)      | % (B/A)      | Total (C)    | No. (D)      | % (D/C)    |
| <b>Employees</b> |              |              |              |              |              |            |
| Male             | 1,884        | 1,612        | 86%          | 1,870        | 1,500        | 80%        |
| Female           | 198          | 164          | 83%          | 188          | 150          | 80%        |
| <b>Total</b>     | <b>2,082</b> | <b>1,776</b> | <b>85%</b>   | <b>2,058</b> | <b>1,650</b> | <b>80%</b> |
| <b>Workers</b>   |              |              |              |              |              |            |
| Male             | 3,243        | 93           | 3%           | 2,572        | 173          | 7%         |
| Female           | 984          | 3            | 0%           | 882          | 71           | 8%         |
| <b>Total</b>     | <b>4,227</b> | <b>96</b>    | <b>2.27%</b> | <b>3,454</b> | <b>244</b>   | <b>7%</b>  |

## 10. Health & safety management system

- a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?**

Yes

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

We have established a strong Environment, Health and Safety (EHS) governance system that is headed by the Associate Vice President (AVP) EHS. The AVP is responsible for ensuring the implementation of an effective EHS management system across all the Company's operations. To support the AVP, every unit has an EHS Committee that is headed by the Unit Head. This committee is responsible for implementing the EHS management system at the unit level, and each unit has a dedicated EHS officer to support the implementation of the system. This structure ensures that EHS management is well integrated into the Company's operations.

Weekly meetings by the EHS committee are held to review the EHS performance of each unit. These meetings provide a forum to discuss any issues pertaining to environment, health and safety and identify areas of improvements. By holding these regular meetings, Emami Limited can proactively identify and address any issues through corrective actions to prevent any incidents.

Our EHS officers also conduct monthly internal HSE audits at every unit using an internal checklist with scoring. This audit is an important tool to assess the effectiveness of the EHS management system at the unit level.

To monitor the progress across the Company, every unit sends a monthly MIS of all EHS KPIs to the corporate. The AVP, Corporate EHS Cell, supported by an EHS Executive, conducts monthly reviews of the EHS performance of all units, called L1 review. This ensures a clear overview of the EHS performance of each unit and helps identify any areas where improvements are necessary.

The EHS performance of the Corporate EHS Cell is reviewed by the President of Operation and COO monthly in an L2 review, while the Director conducts a quarterly review in an L3 review to ensure that the EHS management system is being implemented effectively across all units. This multi-level review structure ensures that the EHS management system is continuously monitored and improved upon.

Our EHS governance system plays a critical role in ensuring the safety and health of all employees and stakeholders, as well as safeguarding the environment by promoting an effective management system throughout the Company's operations. By regularly reviewing and improving the system, we can ensure that all our sites are compliant with relevant EHS regulations and standards. We have adopted Occupational Health & Safety Management System (OHSMS): ISO 45001 certification for Pacharia unit, Pantnagar unit, Massat unit, Amingaon unit and Vapi unit.

- c. **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)**

Yes, we have a system in place for reporting all work-related hazards and offer suggestion for improvements. All employees and workers are provided necessary trainings on hazard identification, hazard responsiveness and encouraged to participate in discussions related to safety issues. All our manufacturing units facilitates prompt reporting and recording of hazards, whereby workers can

scan QR codes to register incidents. Inspections are conducted at regular intervals to identify hazard related risk and formulate necessary corrective and preventive measures to mitigate such risks.

**d. Do the employees have access to non-occupational medical and healthcare services? (Yes/ No)**

Yes, all the manufacturing units of Emami Limited have their own occupational health centre, to support employees/workers in any case of emergency.

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

| Safety Incident/Number  | Category  | FY 2022-23 | FY 2021-22 |
|---|-----------|------------|------------|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employees | 0.15       | 0.13       |
|   | Workers   |            |            |
| Total recordable work-related injuries  | Employees | 3          | 0          |
|   | Workers   |            |            |
| No. of fatalities   | Employees | 0          | 0          |
|   | Workers   |            |            |
| High consequence work-related injury or ill-health (excluding fatalities)     | Employees | 0          | 0          |
|   | Workers   |            |            |

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

To develop a positive health and safety culture, Emami Limited emphasizes on worker participation for implementing and monitoring safety practices. Team members from health and safety team interacts with workers during evaluation of the occupational health and safety management system in order to capture practical and effective ways of enhancing operational safety. Emami Limited maintains trained medical team at all manufacturing units and has ambulance facility for providing support in the event of any emergency. In order to ensure safety at the manufacturing units, safety protocol video is played at the reception for spreading awareness among all visitors. The units have dedicated walk pathways to avoid collision with the ongoing logistical fleet of vehicles, trucks. Several assembly points are created with dedicated white marking rings denoting space to assemble at in the event of any emergency.

**13. Number of Complaints on the following made by employees and workers:**

| Category           | FY2022-23             |                                       |         | FY 2021-22            |                                       |         |
|--------------------|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
|                    | 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 | 0                     | -                                     |         | 0                     | -                                     |         |
| Health and safety  | 0                     | -                                     |         | 0                     | -                                     |         |

**14. Assessments for the year:**

|                    | % Of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|--------------------|---|
| Working Conditions | 38% (5 out of 13 offices & manufacturing units)   |
| Health and safety  | 38% (5 out of 13 offices & manufacturing units)   |

**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.**

Emami Limited has developed a comprehensive health and safety management system framework and a health and safety policy to minimize workplace related risks to ensure the safety of the people. Workers are provided training on occupational health and safety principles and work procedures. There are on-site safety teams who record near-miss incidents, medical and first-aid cases. We recognize and identify situations that have the potential to cause accidents and apply measures to mitigate impacts of the same. We have a medical bay present within the premises to handle emergencies. Detailed investigations have also been conducted to identify the root cause behind the accidents reported and understand the measures required to prevent recurrence. The learnings from the investigation process are disseminated

across the organization at periodic intervals to explore all possible solutions to prevent or minimize the risk the risk of such incidents from recurring in the future.

## Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Yes/No) (B) Workers (Yes/No).

|           | (Yes/No) |
|-----------|----------|
| Employees | Yes      |
| Workers   | Yes      |

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

Emami Limited conducts periodic review meetings with value chain partners to assess their performance and adherence to statutory norms. The Company also provides direction to inculcate a sense of accountability and transparency in all operations across the supply chain. Invoices of value chain partners are cleared subject to submission of payment proof of statutory dues.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

|           | Total no. of affected employees / workers |            | No. of employees / workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment |            |
|-----------|---|------------|---|------------|
|           | FY 2021-22                                | FY 2022-23 | FY 2021-22  | FY 2022-23 |
| Employees | 0   | 1          | NA  | 1          |
| Workers   | 0   | 0          | NA  | NA         |

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

Yes. Emami Limited provides transition assistance programs to facilitate continued employability to employees who have attained retirement age. The Company has retainer scheme in place for the employees who are subject to retirement. The respective Functional head is notified by Human Resources team 3 months prior to retirement of the employee, and requisite approval are sought for to evaluate the competency of the candidate and requisite retention terms that may be offered based on the performance showcased during his/her service tenure. As per the approval of Functional head, employees may be retained for a period of 6 months or more as the case maybe. The existing retainer schemes are classified as:

- **Full time retainer scheme:** Employees are rehired post retirement for more than 6 months period and they are eligible for all employee benefits subject to Company policy
- **Part-time retainer scheme:** Employees are rehired post retirement for less than or equal to 6 months period and are only eligible to certain employee benefits subject to management discretion

5. Details on assessment of value chain partners:

|                             | % Of value chain partners (by value of business done with such partners) that were assessed |
|-----------------------------|---|
| Health and safety practices | 100%  |
| Working conditions          |   |

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not applicable

## 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.

Emami Limited has an approved policy on stakeholder engagement under the ESG Framework Policy. We have evolved a structured framework for engaging with our stakeholders.

Our stakeholder identification approach takes into consideration the dependency, spontaneity, responsibility, vulnerability, and materiality while identifying our key stakeholder groups, taking into consideration all entities who have a direct and indirect influence on the business operations.

#### 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   |
|--------------------------------------|---|---|---|---|
| Customers                            | No  | <ul style="list-style-type: none"> <li>Consistent brand advertising</li> <li>Engagement events</li> <li>Periodic brand audit</li> <li>Exhibitions / Fair</li> <li>/ Salon channels</li> </ul>   | Regularly   | <ul style="list-style-type: none"> <li>Quality and affordability of products</li> <li>Quick and effective complaint resolution</li> <li>Product features &amp; efficacy</li> </ul>  |
| Government and competent authorities | No  | <ul style="list-style-type: none"> <li>Inspections and Audits on requirement basis</li> <li>Compliance reports</li> </ul>   | Need-Basis  | <ul style="list-style-type: none"> <li>Meeting legal and regulatory requirements</li> <li>Social and environmental responsibility</li> <li>Contribution to taxes &amp; levy charges</li> </ul>                                  |
| Employees and Workers                | No  | <ul style="list-style-type: none"> <li>Performance review &amp; feedback</li> <li>Onboarding induction and internal trainings</li> <li>Outbound exercises</li> <li>Employee wellness programmes</li> <li>Employee grievance monitoring and redressals</li> <li>Safety Meetings</li> <li>Interactions for celebrating days of individual, organizational, national significance</li> </ul> | Regularly and Need-Basis  | <ul style="list-style-type: none"> <li>Respecting human rights</li> <li>Workplace health and safety</li> <li>Career advancement and opportunities</li> <li>Training and development</li> <li>Rewards and recognition</li> </ul> |

| 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  |
|----------------------------|---|---|---|--|
| Suppliers                  | No  | <ul style="list-style-type: none"> <li>Individual meetings with suppliers and vendors</li> <li>E-mail Communication</li> <li>Vendor assessments and reviews</li> <li>Supplier meets</li> <li>Interactions regarding quality of raw materials and ethical compliance</li> </ul>  | Periodically and Need basis   | <ul style="list-style-type: none"> <li>Timely payment</li> <li>Consistency in orders</li> <li>Safety management</li> <li>Ethics and transparency</li> </ul>  |
| Investors and Shareholders | No  | <ul style="list-style-type: none"> <li>Investor and analyst presentations and conference calls</li> <li>Media releases</li> <li>Quarterly presentations and published results</li> <li>Annual General Meetings</li> <li>Investor section of the Corporate Website</li> <li>Designated Email ID and system for registering and redressal of investor complaints</li> <li>Road shows</li> </ul> | Quarterly and Need basis  | <ul style="list-style-type: none"> <li>Growth in revenue, EBITDA and returns on investment</li> <li>Gearing, solvency, and liquidity position</li> <li>Security over assets, ethical stewardship of investments and good corporate governance</li> <li>Transparent disclosures</li> <li>Improvements in ESG disclosures</li> </ul> |
| Local Communities          | Yes   | <ul style="list-style-type: none"> <li>Community need assessment</li> <li>Frequent community visits</li> <li>CSR centres</li> </ul>   | Need basis  | <ul style="list-style-type: none"> <li>Healthcare access</li> <li>Hygiene &amp; sanitation facilities</li> <li>Quality education opportunities</li> <li>Student counselling and teachers training</li> <li>Livelihood development</li> <li>Improving rural infrastructure</li> </ul>   |

| 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  |
|-------------------|---|---|---|--|
| Media             | No  | <ul style="list-style-type: none"> <li>Press releases, media events and announcements</li> </ul>                              | Regularly   | <ul style="list-style-type: none"> <li>Corporate Brand Building</li> <li>To communicate authentic and transparent information via media to public at large.</li> </ul> |

### Essential 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.

Emami Limited acknowledges the inputs it receives from stakeholders for sustainable business growth. Thus, the company's Board of Directors interact on need basis with the key stakeholders to share their views, interests and concerns around the evolving ESG (Environment, Social, Governance) landscape and its impact on the business operations. Further, the Board of Directors provides strategic direction to the Company's sustainability and CSR practices along with reviewing and monitoring of the planning initiatives. The economic aspects of the Company are regularly discussed with the investors and shareholders.

Also, the Company has been conducting stakeholder engagement exercise from time to time to address multiple concern areas including economic, social and environment. The feedback received from the stakeholder engagements is reported to the Board for integration into the business strategy and decisions.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes. The management representatives of the Company analyse the impact of shortlisted material topics and how it affects the day-to-day business and operations of the Company. In view of Emami Limited's sustainability objectives, business strategies, Company policies, and global market trends, the responses and feedbacks gathered during stakeholder consultation are reviewed by top management to understand external stakeholders' perspectives. Post review and assessment of material topics, the management team validates the prioritized material topics and strategies are framed to incorporate those material topics within the operations.

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

Emami Limited conducts need assessments in the communities we operate prior to starting the projects there. All our projects involve active stakeholder consultations and engagements with local communities and high-level collaboration with the civil society, NGOs and experts to understand the requirements before modification of the CSR project design and/ or Social Infrastructure Development, to understand their perspective 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               | FY2022-23    |                                      |             | FY 2021-22   |                                      |             |
|------------------------|--------------|--------------------------------------|-------------|--------------|--------------------------------------|-------------|
|                        | Total (A)    | No. of employees/workers covered (B) | % (B/A)     | Total (C)    | No. of employees/workers covered (D) | % (D/C)     |
| <b>Employees</b>       |              |                                      |             |              |                                      |             |
| Permanent              | 2,023        | 2,023                                | 100%        | 2,013        | 2,013                                | 100%        |
| Other than permanent   | 59           | 59                                   | 100%        | 45           | 45                                   | 100%        |
| <b>Total employees</b> | <b>2,082</b> | <b>2,082</b>                         | <b>100%</b> | <b>2,058</b> | <b>2,058</b>                         | <b>100%</b> |
| <b>Workers</b>         |              |                                      |             |              |                                      |             |
| Permanent              | 1,212        | 1,212                                | 100%        | 1,192        | 1,192                                | 100%        |
| Other than permanent   | 3,015        | 0                                    | -           | 2,262        | 0                                    | -           |
| <b>Total workers</b>   | <b>4,227</b> | <b>1,212</b>                         | <b>29%</b>  | <b>3,454</b> | <b>1,192</b>                         | <b>35%</b>  |

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

| Category                    | FY 2022-23   |                       |             |                        |             | FY 2021-22   |                       |             |                        |             |
|-----------------------------|--------------|-----------------------|-------------|------------------------|-------------|--------------|-----------------------|-------------|------------------------|-------------|
|                             | Total (A)    | Equal to minimum wage |             | More than minimum wage |             | Total (D)    | 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                   | 2,023        | -                     | -           | 2,023                  | 100%        | 2,013        | -                     | -           | 2,013                  | 100%        |
| Male                        | 1,828        | -                     | -           | 1,828                  | 100%        | 1,829        | -                     | -           | 1,829                  | 100%        |
| Female                      | 195          | -                     | -           | 195                    | 100%        | 184          | -                     | -           | 184                    | 100%        |
| <b>Other than permanent</b> | <b>59</b>    | <b>-</b>              | <b>-</b>    | <b>59</b>              | <b>100%</b> | <b>45</b>    | <b>-</b>              | <b>-</b>    | <b>45</b>              | <b>100%</b> |
| Male                        | 56           | -                     | -           | 56                     | 100%        | 41           | -                     | -           | 41                     | 100%        |
| Female                      | 3            | -                     | -           | 3                      | 100%        | 4            | -                     | -           | 4                      | 100%        |
| <b>Workers</b>              |              |                       |             |                        |             |              |                       |             |                        |             |
| Permanent                   | 1,212        | -                     | -           | 1,212                  | 100%        | 1,192        | 164                   | 14%         | 1,028                  | 86%         |
| Male                        | 979          | -                     | -           | 979                    | 100%        | 953          | 89                    | 9%          | 864                    | 91%         |
| Female                      | 233          | -                     | -           | 233                    | 100%        | 239          | 75                    | 31%         | 164                    | 69%         |
| <b>Other than permanent</b> | <b>3,015</b> | <b>3,015</b>          | <b>100%</b> | <b>-</b>               | <b>-</b>    | <b>2,262</b> | <b>2,262</b>          | <b>100%</b> | <b>-</b>               | <b>-</b>    |
| Male                        | 2,261        | 2,261                 | 100%        | -                      | -           | 1,619        | 1,619                 | 100%        | -                      | -           |
| Female                      | 754          | 754                   | 100%        | -                      | -           | 643          | 643                   | 100%        | -                      | -           |

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

|                                  | Male   |  | Female |  |
|----------------------------------|--------|--|--------|--|
|                                  | Number | Median remuneration / salary/ wages of respective category | Number | Median remuneration / salary/ wages of respective category |
| Board of Directors               | 4      | ₹ 399.48 lakhs   | 1      | ₹ 159.23 lakhs   |
| Key managerial personnel         | 6      | ₹ 223.96 lakhs   | 1      | ₹ 159.23 lakhs   |
| Employees other than BoD and KMP | 1826   | ₹ 6.03 lakhs   | 195    | ₹ 5.74 lakhs   |
| Workers                          | 982    | ₹ 3.35 lakhs   | 230    | ₹ 3.22 lakhs   |



**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. Emami Limited has central Internal Complaints Committee to report on human rights impacts and issues.

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

The Company is dedicated to upholding human rights in accordance with applicable national and international regulations. The company maintains a strict zero-tolerance towards all forms of child labour, forced labour, violence, and any physical, sexual, psychological or verbal abuse.

The BRSR and Whistle Blower policy of Emami Limited provide the guidelines with respect to human rights of the employees and the company also has a system in place to address employee grievances in a fair and structured manner.

Emami Limited encourages employees to escalate human rights violation incidents to the HR department for carrying out detailed investigation of the matter and ensure that subsequent actions are taken against persons responsible.

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

| Category                          | FY2022-23              |                                       |         | FY 2021-22             |                                       |         |
|-----------------------------------|------------------------|---------------------------------------|---------|------------------------|---------------------------------------|---------|
|                                   | Filled during the year | Pending resolution at the end of year | Remarks | Filled during the year | Pending resolution at the end of year | Remarks |
| Sexual harassment                 | 1                      | 0                                     |         | 0                      | 0                                     |         |
| Discrimination at workplace       | 0                      | 0                                     |         | 0                      | 0                                     |         |
| Child labour                      | 0                      | 0                                     |         | 0                      | 0                                     |         |
| Forced labour                     | 0                      | 0                                     |         | 0                      | 0                                     |         |
| Wages                             | 0                      | 0                                     |         | 0                      | 0                                     |         |
| Other human rights related issues | 0                      | 0                                     |         | 0                      | 0                                     |         |

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

Emami Limited is committed to create a workplace that is inclusive and free from any type of discrimination or harassment. To achieve this goal, we have drafted a comprehensive ESG Framework Policy that set guidelines to ensure that all employees are treated equally and with dignity.

The company also has a grievance mechanism in place to report cases related to discrimination and harassment and ensure that they are addressed by an appropriate authority. Additionally, the company regularly conducts internal meetings to educate and sensitize its employees on the prevention of sexual harassment in the workplace.

The company ensures that no unfair treatment is meted out to a Whistle Blower by virtue of his/her having reported a Protected Disclosure under the Whistle Blower Policy. The Company condemns any kind of discrimination, harassment, victimization, or any other unfair employment practice being adopted against Whistle Blowers. Complete protection is, therefore, given to Whistle Blowers against any unfair practice like retaliation, threat, or intimidation of termination/suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or like including any direct or indirect use of authority to obstruct the Whistle Blower's right to continue to perform his duties/functions including making further Protected Disclosure.

**8. Do human rights requirements form part of your business agreements and contracts?**

Yes. Emami Limited requires indemnifying to adhere to all statutory provisions including human rights assessment in certain agreements and contracts based on business partner requirements.

## 9. Assessment of the Year

|                             | % Of your plants and offices that were assessed<br>(by entity or statutory authorities or third parties) |
|-----------------------------|--|
| Child labour                | 100%   |
| Forced 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

## Leadership Indicators

### 1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.

In FY 2022-23, no business processes have been modified as a result of addressing human rights grievances/complaints.

### 2. Details of the scope and coverage of any Human rights due diligence conducted.

Human Rights due diligence are conducted for all employees across the organization. Several initiatives are undertaken, like –

- Periodic surveys are conducted to assess employee well-being. Suggestions received are scrutinized to evaluate proposed improvement ideas
- HR Helpdesk helps in addressing grievances and concerns received from employees
- ICC is entrusted with the responsibility to address any sexual harassment complaints raised

### 3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, most of the Company's key establishments including offices and manufacturing units are accessible to the differently abled. The Company has taken several measures to create an inclusive environment such as installing ramps, and elevators for ease of movement of people with locomotive disability. The Company ensures that doorways and corridors are wide enough for wheelchair users. Additionally, the Company has made the restrooms, workstations, and common areas accessible and equipped with necessary accommodations.

### 4. Details on assessment of value chain partners:

|                             | % Of value chain partners (by value of business done with such partners) that were assessed   |
|-----------------------------|---|
| Child labour                | Supplier due diligence is underway for evaluation by the management; however, all value chain partners are assessed on human right parameters at the time of signing of agreements. |
| Forced labour               |   |
| Sexual harassment           |   |
| Discrimination at workplace |   |
| Wages                       |   |
| Others – Please specify     |   |

## 5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

Not applicable

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

### Essential Indicators

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

| Parameter  | FY 2022-23 | FY 2021-22 |
|--|------------|------------|
| Total electricity consumption (A) [GJ]               | 80,621     | 86,499     |
| Total fuel consumption (B) [GJ]                      | 47,865     | 53,120     |
| Energy consumption through other sources (C) [GJ]    | 0          | 0          |
| Total energy consumption (A+B+C) [GJ]                | 1,28,486   | 1,39,619   |
| Energy intensity per rupee of turnover (GJ/ ₹ crore) | 44.20      | 48.70      |

If any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.

No

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? 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.

Emami Limited does not belong to an energy intensive sector and we are not notified to be part of the 13 sectors identified as designated consumers (DCs).

3. Provide details of the following disclosures related to water, in the following format:

| Parameter  | FY 2022-23 | FY 2021-22 |
|--|------------|------------|
| <b>Water withdrawal by source (in kilolitres)</b>                        |            |            |
| (i) Surface water  | 0          | 0          |
| (ii) Groundwater   | 2,01,059   | 2,32,547   |
| (iii) Third party water  | 20,418     | 22,171     |
| (iv) Seawater/ desalinated water   | 0          | 0          |
| (v) Others   | 0          | 0          |
| Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v) | 2,21,477   | 2,54,718   |
| Total volume of water consumption (in kilolitres)                        | 2,21,477   | 2,54,718   |
| Water intensity per rupee of turnover (kilolitres/ ₹ crore)              | 76.19      | 88.85      |

If any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.

No

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Emami Limited has implemented mechanism towards achieving Zero Liquid Discharge at all manufacturing units. Our approach to water stewardship focuses on reducing water intake by utilising treated wastewater within the manufacturing units, thereby reducing dependency on groundwater extraction. All our manufacturing units operate in line with the Consent to Operate (CTO) terms.

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

| Parameter | Please specify unit | FY 22-23 | FY 21-22 |
|-----------|---------------------|----------|----------|
| SOx       | Kg                  | 6.3      | 5.6      |

If any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.

No

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

| Parameter   | Unit  | FY 2022-23 | FY 2021-22 |
|---|---|------------|------------|
| Total Scope 1 emissions                                   | Metric tonnes of CO <sub>2</sub> equivalent | 3,106.07   | 3,073.63   |
| Total Scope 2 emissions                                   | Metric tonnes of CO <sub>2</sub> equivalent | 15,342.22  | 16,507.90  |
| Total Scope 1 and Scope 2 emissions per rupee of Turnover | tCO <sub>2</sub> e/ ₹ crore                 | 6.35       | 6.83       |

**If any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.**

No

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

Yes. In cognizance with our sustainability objective, we have undertaken several initiatives for reducing GHG emissions. We manage GHG emissions through successful utilization of an efficient environmental management system and innovative technology, as we aim to reduce our carbon footprint. Significant GHG emissions are monitored to estimate the improvement in the Company's performance beyond compliance with regulatory standards.

We have undertaken initiatives to reduce fuel consumption across our operations by transitioning from HSD to PNG and Bio-Briquettes in boiler operations. Boilers are run with 96% briquette & 4% on HSD at some of our units. We have introduced EVs in corporate office and e-rickshaws in units for transporting utility within facility for responsibly monitoring logistical emissions.

Being focussed towards increasing the usage of renewable sources of energy, we have installed solar rooftop in four of our manufacturing units. As part of our commitment towards promoting circular economy, we have introduced significant quantum of recycled plastic (PCR) in our primary and secondary packaging to reduce dependency on virgin plastics, as product carbon footprint of virgin plastic manufacturing is much higher than that of PCR.

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

| Parameter*  | FY 2022-23       | FY 2021-22       |
|---|------------------|------------------|
| <b>Total waste generated (In metric tonnes)</b>   |                  |                  |
| Plastic waste (A)   | 13,268           | 12,969           |
| E-waste (B)   | 5.5              | 2.75             |
| Bio-medical waste (C)   | 0                | 0                |
| Construction and demolition waste (D)   | 0                | 0                |
| Battery waste (E)   | 0                | 0                |
| Radioactive waste (F)   | 0                | 0                |
| Other Hazardous waste. Please specify, if any. (G)  | 44.89            | 26.57            |
| Other Non-hazardous waste generated (H). Please specify, if any.<br>(Break-up by composition i.e., by materials relevant to the sector) | 0                | 0                |
| <b>Total (A+B + C + D + E + F + G + H)</b>  | <b>13,318.39</b> | <b>12,998.32</b> |

| Parameter*  | FY 2022-23      | FY 2021-22      |
|---|-----------------|-----------------|
| For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes) |                 |                 |
| <b>Category of waste</b>  |                 |                 |
| (i) Recycled (Plastic waste + E-waste)  | 10,209.5        | 3,755.75        |
| (ii) Re-used  | 0               | 0               |
| (iii) Other recovery operations   | 0               | 0               |
| <b>Total</b>  | <b>10,209.5</b> | <b>3,755.75</b> |
| For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)                              |                 |                 |
| <b>Category of waste</b>  |                 |                 |
| (i) Incineration  | 0               | 0               |
| (ii) Landfilling  | 0               | 0               |
| (iii) Other disposal operations   | 44.89           | 26.57           |
| <b>Total</b>  | <b>44.89</b>    | <b>26.57</b>    |

\*includes only the quantity disposed through authorised vendors

If any independent assessment/ evaluation/assurance has been carried out by an external agency?  
If yes, name of the external agency.

No

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

We have an ongoing program to assess and reduce usage of Hazardous and Toxic chemicals

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:

Emami Limited do not have any manufacturing units or offices around ecologically sensitive areas.

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

| Name and brief details of project | EIA Notification No. | Date | Whether conducted by independent external agency (Yes / No) | Results communicated in public domain (Yes / No) | Relevant Web link |
|-----------------------------------|----------------------|------|---|--|-------------------|
|-----------------------------------|----------------------|------|---|--|-------------------|

Emami Limited strives to promote sustainability and mitigate potential risks to the environment and recognizes the importance of impact assessments of our business operations. To ensure compliance with applicable laws and regulations, the Company takes environmental clearances and applicable consents (CTE, CTO) from regulatory bodies across all manufacturing units. The Company understands that conducting impact assessments will contribute to our sustainability goals and enhance our brand reputation as a socially responsible entity and are committed to taking proactive measures to protect the environment and ensure sustainability going forward.

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

Yes, all our manufacturing units and offices operate in compliance with applicable environmental regulations of the country.

## Leadership Indicators

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

| Parameter   | FY 2022-23      | FY 2021-22      |
|---|-----------------|-----------------|
| <b>From renewable sources</b>                                   |                 |                 |
| Total electricity consumption (A)                               | 4,357           | 3,789           |
| Total fuel consumption (B)                                      | 0               | 0               |
| Energy consumption through other sources (C)                    | 0               | 0               |
| <b>Total energy consumed from renewable sources (A+B+C)</b>     | <b>4,357</b>    | <b>3,789</b>    |
| <b>From non-renewable sources</b>                               |                 |                 |
| Total electricity consumption (D)                               | 76,264          | 82,710          |
| Total fuel consumption (E)                                      | 47,865          | 53,120          |
| Energy consumption through other sources (F)                    | 0               | 0               |
| <b>Total energy consumed from non-renewable sources (D+E+F)</b> | <b>1,24,129</b> | <b>1,35,830</b> |

If any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.

Yes. M/S Quark Solar has conducted independent assessment/ evaluation of our renewable energy parameters.

2. Provide the following details related to water discharged:

| Parameter  | FY 2022-23    | FY 2021-22    |
|--|---------------|---------------|
| <b>Water discharge by destination and level of treatment (in kilolitres)</b> |               |               |
| (i) To Surface water   |               |               |
| No treatment   |               |               |
| With treatment – please specify level of treatment                           | 49,838        | 49,991        |
| (IV) Sent to third parties   |               |               |
| No treatment   |               |               |
| With treatment – please specify level of treatment                           | 7,480         | 8,251         |
| <b>Total water discharged (in kilolitres)</b>                                | <b>57,318</b> | <b>58,241</b> |

If any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.

No

3. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres): For each facility / plant located in areas of water stress, provide the following information:

(i) **Name of the area:** Silvassa, Dadra and Nagar Haveli

(ii) **Nature of operations:** Massat manufacturing unit

(iii) **Water withdrawal, consumption, and discharge in the following format:**

| Parameter   | FY 2022-23 | FY 2021-22 |
|---|------------|------------|
| <b>Water withdrawal by source (in kilolitres)</b>           |            |            |
| (i) Surface water   | -          | -          |
| (ii) Groundwater  | 46,632     | 46,462     |
| (iii) Third party water                                     | -          | -          |
| (iv) Seawater / desalinated water                           | -          | -          |
| (v) Others  | -          | -          |
| Total volume of water withdrawal (in kilolitres)            | 46,632     | 46,462     |
| Total volume of water consumption (in kilolitres)           | 46,632     | 46,462     |
| Water intensity per rupee of turnover (kilolitres/ ₹ crore) | 16.04      | 16.2       |

| Parameter  | FY 2022-23 | FY 2021-22 |
|--|------------|------------|
| <b>Water discharge by destination and level of treatment (in kilolitres)</b> |            |            |
| (i) To Surface water   | -          | -          |
| No treatment   | -          | -          |
| with treatment – please specify level of treatment                           | -          | -          |
| (ii) To Groundwater  | -          | -          |
| No treatment   | -          | -          |
| with treatment – please specify level of treatment                           | -          | -          |
| (iii) To Seawater  | -          | -          |
| No treatment   | -          | -          |
| with treatment – please specify level of treatment                           | -          | -          |
| (iv) Sent to third parties   | -          | -          |
| No treatment   | -          | -          |
| with treatment – please specify level of treatment                           | -          | -          |
| (v) Others   | -          | -          |
| No treatment   | -          | -          |
| with treatment – please specify level of treatment                           | -          | -          |
| Total water discharged (in kilolitres)                                       | -          | -          |

If any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.

No

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

Not applicable

If any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.

Not applicable

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

| Sr. No | Initiative undertaken  | Details of the initiative (Web-link, if any, may be provided along-with summary)   | Outcome of the initiative  |
|--------|--|--|--|
| 1      | Change in Drying process of Existing Solid Oral Products at shop floor | We have replaced tray drier with fluid bed drier. In ordinary Tray Drier, heat passes through longer distance whereas in Fluid Bed Driers the heat passes through floating material and vapor diffuses through a small distance, due to this the material dries very fast. | <ul style="list-style-type: none"> <li>• Less time, less energy, and less labour consumption</li> <li>• Increase productivity by doubling the batch size</li> <li>• Fast, Efficient and Homogeneous drying</li> <li>• Cost savings by optimizing operational parameters</li> </ul> |

| Sr. No | Initiative undertaken  | Details of the initiative (Web-link, if any, may be provided along-with summary) | Outcome of the initiative   |
|--------|--|--|---|
| 2      | Replacement of forms of Active Herbs   | Herbs replaced with Equivalent quantity of Extract                               | <ul style="list-style-type: none"> <li>• Time and Energy savings by outsourcing ready to use dry powder extract and thereby eliminating In-house Extraction Process</li> <li>• Cost Savings, keeping the product quality remain same</li> </ul> |
| 3      | Dust extractor   |  | <ul style="list-style-type: none"> <li>• To restrict accumulation of dust in the surrounding environment</li> </ul>   |
| 4      | Replacement of high-speed diesel with bio-briquettes / PNG in boiler operations                      |  | <ul style="list-style-type: none"> <li>• Low carbon emissions</li> </ul>  |
| 5      | Sustainable fleet: E-rickshaw introduced from transporting utilities at Pacharia unit, EV used in HO |  | <ul style="list-style-type: none"> <li>• Low Scope 1 emission</li> <li>• Environment friendly mode of transport</li> <li>• Less dependency on fuel</li> </ul>   |

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

Yes, Emami Limited has an emergency response plan in place covering various contingencies such as natural disasters-cyclone, earthquake, flood, various civil disturbances, operational and facility failures, as well as health and safety emergencies. The ERP includes a detailed step-by-step guide with specific responses, responsible personnel, key responsibilities, and timelines. The Company also has an emergency response management team and a works main controller (WMC) with defined roles and responsibilities to handle any such emergencies.

**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?**

Emami Limited does not engage in any activities which may have any significant adverse impact on the environment due to its supply chain.

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

Emami Limited does not have any formal assessment mechanism to monitor the environmental impact of value chain partners' activities. However, the Company is evaluating the process of developing a Supplier Code of Conduct encompassing all business partners, to bind the concerned parties for abiding necessary socio-environment norms applicable for 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.
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such 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      | FICCI - Federation of Indian Chambers of Commerce & Industry | National   |
| 2      | CII - Confederation of Indian Industry                       | National   |
| 3      | ICC - Indian Chamber of Commerce                             | National   |
| 4      | MCCI - Merchants' Chamber of Commerce & Industry             | State  |
| 5      | Bharat Chamber of Commerce                                   | State  |
| 6      | National Safety Council                                      | 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.

Not applicable, as there have not been any cases related to anti-competitive conduct of the Company.

### Leadership Indicators

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

Emami Limited engages in public policy advocacy by partnering with few associations for setting benchmarks, like -

- a) We give suggestions through Chambers before Union Budget for desired changes in GST laws. We have also made representations through Chambers for introducing Amnesty schemes in states like Uttaranchal to settle past litigations.
- b) We give suggestions for amendments in proposed Drugs & Cosmetics laws, Legal Metrology laws, Plastic Waste Management laws through Chambers like FICCI.

## 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.**

None of the projects undertaken by Emami Limited in FY 2022-23 required Social Impact Assessments (SIA). However, the CSR projects being implemented by us are assessed on the potential positive and negative social effects.

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

In FY 2022-23, Rehabilitation and Resettlement (R&R) was not undertaken for any of the projects. However, while implementing CSR projects at the ground level, all efforts are made to mitigate the adverse social and economic impacts if any on individuals, families, and communities affected by the CSR projects.

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

A Grievance Redressal Policy for the community being served specific to CSR projects is currently under development outlining the objectives, procedures, and timelines for addressing grievances raised by the local communities.

Currently, the CSR implementing team have an anecdotal process of collecting community feedback through testimonials and capturing the same through voice / videos. Beneficiary feedback / complain boxes are also put up in the CSR centres managed by Emami Foundation to capture service improvements and specific complaints if any.

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

| Parameter  | FY 2022-23 | FY 2021-22 |
|--|------------|------------|
| Directly sourced from MSMEs/ small producers                         | 29%        | 31%        |
| Sourced directly from within the district and neighbouring districts | 60%        | 45%        |

### Leadership Indicators

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

Not applicable

2. **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 (₹) |
|--------|-----------|-----------------------|------------------|
| 1      | Jharkhand | Gumla                 | ₹16.5 lakhs      |
| 2      | Jharkhand | East Singbhum         | ₹11 lakhs        |

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

The ESG Framework Policy on product lifecycle sustainability provides the guidelines for responsible sourcing. We consistently emphasize on sourcing of raw materials and finished products from local suppliers and farmers, and we actively strive to support and promote the growth and livelihoods of these suppliers.

We are working with farmers to make them more sustainable and help build their adaptive capacity to cultivate medicinal herbs. We are also committed towards raising awareness and train the farmers on crop quality, safety, protection, etc.

**b. From which marginalised/vulnerable groups do you procure?**

Please refer to response provided in Question 3 a) above.

**c. What percentage of total procurement (by value) does it constitute?**

Not applicable

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

Not applicable

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

Not applicable

**6. Details of beneficiaries of CSR Projects:**

| CSR Project  | No. of persons benefitted from CSR Projects | % Of beneficiaries from vulnerable and marginalised groups |
|--|---|--|
| <b>Scholarship/Assistance to Students, Education Infrastructure Support &amp; After School support Program</b>   |   |  |
| Provided Financial Aids & Education Material Support to 124 underprivileged and needy students for their studies; Book Dist. to 437 Students   | 561   | 100%   |
| Provided support to Friends of Tribal Society to operate 75 one teacher schools (Ekal Vidyalaya) 1131 boys & Girls   | 1131  | 100%   |
| Support to Param Shakti Peeth towards Vatsalyagram Project consisting of 15 Vatsalya Parivars at Gokulam. No. of Children: 169; No. of Women: 55. Covering Shelter & Basic Necessities; Education; Food Security; Healthcare; Life-Skills. | 224   | 100%   |
| Supporting 50 girl students fellowship under Udayan Care Program   | 50  | 100%   |
| Provided after school coaching support for the After School Support Program to 168 students at Emami Foundation CSR centres in Kolkata & Haripal   | 168   | 100%   |
| <b>Skill Development Program</b>   |   |  |
| Skilling and support of 768 underprivileged youths in Kolkata & Hooghly dist. in various trades through CSR Skill Development Centres operating under Emami Foundation plus learning enhancement program                                   | 768   | 100%   |
| <b>Disaster Management Program</b>   |   |  |
| Contributed towards Rescue & Rehabilitation of vulnerable people from streets of Kolkata under the "Save Life Kolkata" program + community support by Pacharia factory unit during Assam floods  | 400   | 100%   |
| <b>Promoting Health Care through Clinics &amp; Camps</b>   |   |  |
| Supported the treatment and health care of 807 patients by providing financial aids to patients who needed urgent & emergency medical intervention.  | 807   | 100%   |
| Operated and managed outpatient department clinics, benefitting 68,752 needy beneficiaries at Emami Foundation operated CSR Centres in Haripal and Kolkata.  | 68,752                                      | 100%   |

**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.**

Consumers can register their grievance and complaint over Phone or E-mail (Contact number and E-Mail ID is mentioned on every pack we sell in the market.

Upon receipt of a complaint call or email, our Customer Care Executive (who is designated to answer customers' calls and emails) will register the complaint in the online internal portal with all necessary information and the complaint verbatim and submit the details to the internal team members for investigation, and an acknowledgement email will be sent to the complainants with a unique complaint tracking number.

Concern Investigating Team (Manufacturing Unit, Corporate Quality, and other technical functions as required) shall investigate the complaints and submit the report to Corporate Quality Function who evaluate the report and Corrective Action (Wherever Required) against all substantiated complaints and revert to the consumer with findings and a final response Note to the Customer Care Executive to respond to the complainant.

Whenever required (on consumer demand), consumer queries on product safety and other technical aspects are answered by connecting complainant to our technical team (e.g., Research & Development)

Replacement of defective samples (if the complaint is genuine and substantiated) is ensured through personal visits by our Sales team. Customer Care Executive sends a formal closure email to the complainant with a link to submit their feedback. Customer feedback and overall service rating are recorded for internal reference.

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

| As a percentage to total turnover                           |      |
|---|------|
| Environmental and social parameters relevant to the product | 0%   |
| Safe and responsible usage                                  | 100% |
| Recycling and/or safe disposal                              | 0%   |

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

| Category                       | FY2022-23                |                                   |         | FY 2021-22               |                                   |         |
|--------------------------------|--------------------------|-----------------------------------|---------|--------------------------|-----------------------------------|---------|
|                                | Received during the year | Pending resolution at end of year | Remarks | Received during the year | Pending resolution at end of year | Remarks |
| Data privacy                   | 0                        | 0                                 | -       | 0                        | 0                                 | -       |
| Advertising                    | 0                        | 0                                 | -       | 0                        | 0                                 | -       |
| Cyber-security                 | 0                        | 0                                 | -       | 0                        | 0                                 | -       |
| Delivery of essential services | NA                       | NA                                | -       | NA                       | NA                                | -       |
| Restrictive trade practices    | 0                        | 0                                 | -       | 0                        | 0                                 | -       |
| Unfair Trade practices         | 0                        | 0                                 | -       | 0                        | 0                                 | -       |
| Other                          | 494                      | 0                                 | -       | 778                      | 0                                 | -       |

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

|                   | Number | Reasons for recall |
|-------------------|--------|--------------------|
| Voluntary recalls | 0      | NA                 |
| Forced recalls    | 0      | NA                 |

#### 5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/ No) If available, provide a web-link of the policy.

Yes, the Company has an internal Information Security Policy in place for risks related to data privacy.

#### 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 safety of products / services.

Emami Limited is cognizant of the emerging risks associated with cyber security and ensuring data privacy of customers. We encourage our customers to report security breaches proactively by reaching out to senior management or lodge complaints through helpdesk.

### Leadership Indicators

#### 1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Emami Limited shares information about their products on the Company websites, by reaching out to the external public through press release (national and regional), social media handles like Facebook, Instagram, YouTube, LinkedIn, and unpaid editorial space. The links to such channels are-

Corporate Website: [www.emamiltd.in](http://www.emamiltd.in)

Facebook: <https://www.facebook.com/EmamiLimited>

LinkedIn: <https://www.linkedin.com/Company/emami-ltd/>

Instagram: <https://instagram.com/emami.ltd>

YouTube: <https://www.youtube.com/@EmamilimitedIndia>

Emami Limited has also ventured into e-commerce platforms like Tata 1mg, Grofers, Blinkit. We have also developed D2C platforms for few of our products (Zandu, Kesh King & BoroPlus). Focus is also expanding our reach through modern trade i.e., Standalone Modern Trade (SAMT) stores.

Emami Limited also has brand specific channels and platforms to build consumer preference for a brand through continuous advertising and marketing campaigns.

#### 2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

Emami Limited engages in communication to educate consumers to take informed purchase decisions. We comply with all relevant industry regulations and marketing communications. Focus is maintained on creating brand perception in the minds of public in consort with developing a sense of responsible usage of such products.

All Mandatory information with respect to the consumer safety, product technical and legal information are ensured through ensured by printing all such necessary information on pack (Primary or Secondary) as readable information to the consumers. Wherever required, detailed information (as listed below) is also provided through additional leaflets along with the packs:

- List of ingredients
- Product Usage Instructions
- Cautions - Like Skin Sensitivity test for Hair Colour Cream
- Product Storage Conditions (e.g., Store in cool and Dry place)
- Specific behaviour of the product (e.g., Crystallization in Pure Honey is a natural phenomenon)

**3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**

Emami Limited's operations and products/services do not qualify under essential services hence, this is not applicable for the Company.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey regarding consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

Yes. All regulatory obligations are ensured through robust pack Artwork design and verification process that includes:

- List of ingredients (and concentration)
- Product Usage Instructions
- Cautions - Like Skin Sensitivity test for Hair Colour Cream
- Product Storage Conditions

Legal Metrology:

- Quantity-Number/Weight of Volume packed

Other Information such as:

- Batch number (Including Font Size)
- Expiry (Product Shelf Life)
- MRP (Including Price per Unit)
- Product Registration number (e.g., FSSAI number)/License Number
- Details of Manufacturing Unit

**5. Provide the following information relating to data breaches:**

a. Number of instances of data breaches along-with impact: 0

b. Percentage of data breaches involving personally identifiable information of Customers: 0