



Business Responsibility Report

July 1, 2021

Philanthropic Efforts of the Godrej Group

The Godrej Group has been at the forefront of philanthropic and social activities for several decades. Approximately 23 per cent of the promoter holding of the Godrej Group is held in trusts that invest in the environment, healthcare, and education. Owing to investments and supervision by the trusts, a large tract of mangrove forests in Mumbai has been protected, developed, and maintained for several years, and it serves as a second set of lungs for the city. The Group has continually supported education, and it supports Udayachal Pre-Primary and Primary Schools, which focus on the all-round development of children. Udayachal High School has been accredited with the International School Award in recognition of the school incorporating global education into its curriculum and innovation into classroom teaching.

In addition, the Group has supported initiatives in healthcare through the Godrej Memorial Hospital, which aims to provide high-quality healthcare at affordable costs. One such initiative is our partnership with Smile Train, a US-based non-governmental organisation (NGO), which helps in performing corrective cleft lip and palate surgery in children from low-income families. The Group offers surgery and hospitalisation to these children free of cost.

Workplace Giving

Godrej Group's Workplace Giving programme, enables our team members to donate a specific amount every month to our non-profit partners. We have partnered with three organisations, namely Save the Children India, World Wildlife Fund, and Teach for India. These organisations have been selected after thorough research, considering the vast scope of their efforts towards improving education for underprivileged children, creating access to health facilities in rural areas, and protecting the environment. The programme is a part of the Group's tradition of philanthropy, and it enables our team members to make a direct difference to someone's life.

Teach for India

Since its inception in 2009, GCPL has been supporting Teach for India, a nationwide movement involving outstanding college graduates and young professionals, who commit two years to full-time teaching in under-resourced schools and become lifelong leaders working towards the pursuit of equity in education. In 2009, Teach for India began its journey in classrooms with 78 fellows (or teachers) in two cities across 34 schools and reached out to 3,000 children. In 2020, the movement has grown to cover 260 schools with approximately 900 fellows positively impacting more than 32,000 children. In addition, the fellowship has a strong network of over

3,400 alumni serving more than 33 million children. A recent study also revealed that the alumni community has founded more than 150+ organizations.

Godrej Good & Green

In line with our vision of brighter living for all stakeholders, we have developed a long-term vision for creating a more inclusive and greener India called 'Godrej Good & Green'. We follow a shared value approach that addresses critical economic and environmental needs of marginalised and underprivileged sections of society by leveraging our expertise. As part of this initiative, as a Group we aspire to create a more employable workforce, build a greener world, and innovate for good and green products by 2020. Specifically, our Group-level goals for 2020 as part of this vision are as follows:

1. Training 1 million rural and urban youth for skilled employment.
2. Achieving zero waste to landfill, carbon neutrality, and a positive water balance along with a reduction in our specific energy consumption and increase in our renewable energy portfolio.
3. Generating one-third of our portfolio revenues from good and/or green products and services that are environmentally superior or address a critical social issue for consumers at the base of the income pyramid.



Our Beautypreneur programme has trained over 4,165 women and helped them expand their business. During COVID-19 we provided them support and financial resources to revive and pivot their business.

We have a comprehensive corporate social responsibility (CSR) [policy](#) that outlines the programmes and projects we undertake to create a positive impact on our stakeholders. We have a CSR committee in place to review, monitor, and provide strategic inputs for our sustainability efforts.

Over the years, we have aligned our sustainability efforts with national priorities and the needs of our local communities to deliver high-impact programmes that are easy to scale up, such as

1. Our skill-building initiatives are linked to the National Skill Development Mission. Our flagship programme trains girls and women in the beauty and wellness industry.
2. We are associated with the Integrated Watershed Management Programme, under the Ministry of Rural Development. Our large-scale integrated watershed project in drought-prone regions helps restore the ecological balance by harnessing, conserving, and developing degraded natural resources, thus promoting sustainable livelihoods in the region.
3. In line with the Swachh Bharat Mission, we are running several community waste management projects across India with local municipalities. In addition, we run an intensive community awareness and behaviour change programme to combat malaria with the government's National Vector Borne Disease Control Programme to help them in their goal of malaria free India by 2030. We work in regions that report to have a high Annual Parasitic Index (API) through our Elimination of Mosquito Borne Endemic Diseases (EMBED) programme.
4. In FY 20-21, we expanded our scope to provide support for COVID-19 relief and recovery efforts. We provided support to the public healthcare system, and government efforts. We also contributed to the national efforts and provided product donations. We supported the most vulnerable people in our ecosystem and enabled economic relief. We are now supporting livelihoods recovery.

Furthermore, our community development initiatives in the areas surrounding our manufacturing units are focussed on improving education, health and sanitation, and access to water.

We also run, Brighter Giving – a structured volunteering platform through which our team members can offer their time and skills to help address an NGO's needs. Through the Brighter Giving platform, Godrejites can volunteer their time,

knowledge, and skills to help address the specific needs of a non-profit organisation and/or their beneficiaries on a project basis. Volunteering team members accomplish this by using their professional skills and expertise to develop relevant, implementable, and sustainable solutions for the organisations with which they work. It also serves as a channel through which our team members can connect with and learn more about Good & Green. In FY 20-21, all our volunteering efforts were focussed online and at home.

Section A: General Information about the Company

- Company's Corporate Identity Number: **L24246MH2000PLC129806**
- Name of the Company: **Godrej Consumer Products Limited**
- Registered Address: **Godrej One, Pirojshanagar, Eastern Express Highway, Vikhroli (E), Mumbai 400 079**
- Website: **www.godrejcp.com**
- Email ID: **investor.relations@godrejcp.com**
- Financial Year Reported: **2020-21**
- Sector(s) that Company is Engaged in: **Personal and Household Care Products**
- List of Three Key Products and Services that the Company Manufactures/Provides: **Personal Care, Hair Care, and Home Care**
- Number of Business Activity Locations:
 - a) Number of International Locations:**

GCPL has undertaken business activity in more than 12 international locations, and the major ones are Indonesia, Argentina, Chile, South Africa, Kenya, Nigeria, Mozambique, Ghana, Tanzania, Sri Lanka, Bangladesh and USA
 - b) Number of National Locations:**

GCPL has carried out business activities across India, and the major manufacturing locations are Madhya Pradesh, Himachal Pradesh, Assam, Jammu, Pondicherry, Tamil Nadu, Meghalaya, Sikkim and Goa
- Markets Served: **Indian market, and export and operations in the aforementioned international geographies**

Section B: Financial Details of the Company (Standalone)

1. Paid-up Capital: ₹102.25 crore
2. Total Turnover: ₹6,133.44 crore (Standalone-Net of GST)
3. Total Profit After Taxes: ₹1,224.34 crore (Standalone)
4. Total Spending on CSR as a Percentage of Profit After Taxes: The Company has spent an amount of ₹34.09 crore, which is 2.43 per cent of average net profit of last three financial years calculated in the manner specified in Section 135 of the Companies Act, 2013 read with rules thereunder
5. List of activities in which expenditure in point 4 above has been incurred.
The major areas in which the above expenditure has been incurred includes:
 - COVID-19 relief and recovery projects
 - Livelihood enhancement projects
 - Environment sustainability
 - Promotion of preventive healthcare

Section C: Other Details

1. Does the Company have any Subsidiary Company/Companies?: **Yes**
2. Do the Subsidiary Company/Companies participate in the business responsibility (BR) initiatives of the parent company? If yes, then indicate the number of such subsidiary company(ies): **GCPL has subsidiaries in foreign countries and encourages subsidiaries to participate in BR initiatives. The BR policies of the subsidiaries are in line with the local requirements.**
3. Does any other entity/entities (e.g. suppliers and distributors) that the Company does business with participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities (less than 30 per cent, 30-60 per cent, and more than 60 per cent): **GCPL actively encourages adoption of BR initiatives by our business partners. Currently less than 30 per cent of other entities participate in the BR initiatives of the Company.**

Section D: Details of the BR Head

1. Details of Director/Directors Responsible for BR:

- a. Details of the Director(s) responsible for implementation of BR policy/policies:

Nisaba Godrej

Chairperson and Managing Director

DIN: 00591503

- b. Details of BR Head DIN (if applicable):

Nisaba Godrej

Chairperson and Managing Director

DIN: 00591503

Telephone number: 022-25188010

Email ID: nisaba.godrej@godrejcp.com

2. Principle-wise (as per NVGs) BR Policy/Policies

Sr

No. Principle-wise Policies

1 Does the Company have a policy/policies for the principles?: **Yes.**

P1: This forms a part of the Code of Conduct of the Company.

P2: The policy is a part of the Company's Sustainable Procurement Policy.

P3: This principle is covered under various policies of the Company, namely Code of Conduct for all employees, Equal Opportunities Policy, Prevention of Sexual Harassment, and Human Rights policy.

P4: This principle is covered under two policies of the Company, namely Code of Conduct for all employees and the CSR policy.

P5: This forms a part of the Human Rights policy.

P6: This forms a part of the Company's CSR policy.

P7: The Company does not have a separate policy. It works with collective platforms, such as trade and industry chambers and associations, to raise matters with the relevant government bodies. It is a member of FICCI and other trade associations.

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No.	Principle-wise Policies

P8: The Company has a CSR policy.

P9: The Company does not have a specific policy. This forms a part of the Code of Conduct of the Company.

Sr	Principle-wise Policies	P1	P2	P3	P4	P5	P6	P7	P8	P9
		Business Ethics	Sustainability	Employees wellbeing	Shareholders wellbeing	Human Rights	Environment	Regulatory Policy	Equitable Development	Customer
2	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national/international standards? If yes, specify in about 50 words (These policies have been framed keeping in view the goals of the organisation and the economic environment of the operations of the Company).	Y	Y	Y	Y	Y	Y	Y	Y	Y
4	Has the policy been approved by the Board? If yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	N	Y	N
5	Does the Company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online.	The links have been mentioned in the principles below.								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the Company have an in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/policies to	Y	Y	Y	Y	Y	Y	Y	Y	Y

Sr No.	Principle-wise Policies	P1	P2	P3	P4	P5	P6	P7	P8	P9
	address stakeholders' grievances related to the policy/policies?									
10	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

3. Governance Related to BR

1. Indicate the frequency with which the Board of Directors, Committee of the Board, or CEO assesses the BR performance of the Company (within 3 months, 3-6 months, annually, or more than 1 year).

The BR committee meets every 3-6 months to assess the BR performance of the Company.

2. Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently is it published?

The Company publishes an Annual Integrated Report that follows the <IR> framework. Our report is in line with the GRI Standards of ESG reporting. The web link to view these reports are <https://www.godrejcp.com/investors/annual-reports> and you can view the GRI Standards accountability here: <https://www.godrejcp.com/sustainability/our-strategy>

Section E: Principle-wise Performance

Principle 1: Businesses should conduct and govern themselves with ethics, transparency, and accountability

The Board of Directors and senior management of GCPL comply with the following Code of Conduct:

- Uphold ethical standards of integrity and probity
- Act objectively and constructively while exercising their duties
- Exercise their responsibilities in a bona fide manner in the interest of the Company
- Devote sufficient time and attention to their professional obligations for informed and balanced decision making
- Disallow any extraneous considerations that will vitiate their exercise of objective independent judgement in the paramount interest of the Company, as a whole, while concurring in or dissenting from the collective judgement of the Board in its decisions
- Not abuse their position to cause the detriment of the Company or its shareholders, to gain direct or indirect personal advantage, or to take advantage of any associated person
- Assist the Company in implementing the best corporate governance practices
- Strictly follow the guidelines and rules related to insider trading as stipulated by SEBI

The Board of Directors of GCPL shall observe the following Code:

- Act in accordance with the articles of the Company and provisions of the Listing Agreement
- Act in good faith to promote the objectives of the Company for the benefit of its members as a whole, and act in the best interests of the Company, its employees, shareholders, and the community and for the protection of the environment
- Exercise their duties with due and reasonable care, skill, and diligence and exercise independent judgement
- Not get involved in a situation in which they may have a direct or indirect interest that conflicts or may possibly conflict with the interest of the Company
- Not achieve or attempt to achieve any undue gain or advantage for either themselves or their relatives, partners, or associates. If a director is found guilty of making any undue gain, he/she shall be liable to pay an amount equal to that of the gain to the Company
- Not assign their office, and any assignment so made shall be void

Applicability of the Code of Conduct:

This Code of Conduct (Code) applies to the Directors of GCPL. It also applies to the senior management of the Company, which is one level below the executive directors, and all the functional heads. You can view the detailed Code available at <https://www.godrejcp.com/sustainability/codes-and-policies>. An annual confirmation affirming compliance with the Code of Conduct is obtained from the Board members and senior management every year, and the same has been obtained for the year ended March 31, 2021.

The Board and senior management are expected to strictly adhere to the principles outlined in the Code of Conduct. If any clause in the Code of Conduct is violated, the person is liable to stern disciplinary action, which could include termination of employment and such action as may be permissible under the law. For the reporting year, there were no breaches to our Code of Conduct.

Besides the Board and senior management, all team members are also expected to strictly adhere to our Code of Conduct and act with utmost integrity and ethics. The Code is freely available to all Godrej team members to familiarise themselves with it. If any team member violates any clause in the Code of Conduct, they are liable to strict disciplinary action, which could also include termination of employment. For the year, there were no breaches to the Code of Conduct by any of our team members.

Does the policy relating to ethics, bribery, and corruption cover only the Company? Yes/No. Does it extend to the Group/joint ventures/suppliers/contractors/NGOs/others?

The Company has a Code, which is applicable to all employees. For subsidiaries and joint ventures, the Code is applicable in line with the local requirements prevailing in the country of operation. The Company also encourages its business partners to follow the Code.

How many stakeholder complaints were received in the past financial year, and what percentage was satisfactorily resolved by the management?

There were no complaints outstanding at the beginning of the year, and we received 150 complaints by shareholders during the year. All the complaints were satisfactorily resolved.

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

Sustainability is an integral part of our business and value chain, and it helps us provide high-quality, affordable goods to the 1.1 billion people, globally, who use our products on any given day. However, our stakeholders are not only limited to our customers but also include our team members, the supply chain, society, the government, and the environment.

We are committed to making environmental sustainability a key part of our manufacturing processes. From sourcing of raw materials to the technologies that we use at our plants, we are ensuring that our overall manufacturing approach is more future ready.

We are looking for ways to extend our sustainability efforts beyond our plants to impact the entire life cycle of our products. At product level, we've started product level monitoring of green parameters for 12 products and working on lifecycle assessments (LCA) of our three of our products. Our teams are working on implementing the opportunities identified in the LCA reports.

Our sustainability strategy supports the development of products that are environmentally sustainable. As part of this strategy, we are developing products that consume fewer energy resource (energy and water), emit fewer greenhouse gases (GHGs), and include 100 per cent recyclable, renewable, and/or natural materials.

List up to three of your products or services whose design has incorporated social or environmental concerns, risks, and/or opportunities.

We are constantly revamping our products and redesigning the packaging to decrease our material consumption. We aim to reduce the amount of resources used and reduce our carbon footprint, while improving product performance.

In the fiscal year 2020-21, we reduced corrugated fibre board packaging of Goodknight Gold Flash and saved 137 MT/annum of material. We reduced the carton size of AER Twist that saved 23 MT/annum of material. We optimized the use of MPET in our Goodknight refill and combi cartons. This helped us save 25 MT/annum of material.

Does the Company have procedures in place for sustainable sourcing (including transportation), and what percentage of inputs are sourced sustainably?

In India, our demand-driven supply chain has led to mutually beneficial relationships with our suppliers and dealers. We have extended this to include partnerships with key modern trade players. We have always laid emphasis on procuring raw materials responsibly. As a best practice, our procurement team looks at not only the initial cost but also the life cycle cost. Among the available alternatives, we prefer the material with the lowest life cycle cost for procurement.

We work closely with suppliers and manufacturing teams to explore and implement Recycle and Reuse programmes that are beneficial to the environment and create value addition for stakeholders. We aim at making our value chain environmentally friendly and responsible. We are committed to comply with the requirements of local environment laws and regulations in the countries and regions where we operate and source any material, product, or services.

We have developed a [Sustainable Procurement Policy](#) that's applicable to all our suppliers and vendors across the world.

Through the policy, we aim to have:

- Year-on-year an average 10% improvement in score for all suppliers who have participated in previous year assessment.
- In India, suppliers covering 70% of the procurement spend volume are included in the Sustainable Procurement Policy by FY 2021-22.
- 100% of Sourcing & Procurement team members to undergo periodical training on Sustainable Procurement Policy post assessment of suppliers.

In India, we work with over 600 suppliers. We have evaluated 128 suppliers so far (accounting for 70% of our procurement spends). Basis responses, composite scores were calculated for all suppliers, and the suppliers were classified into red, yellow, and green levels. The minimum threshold for vendors has been fixed at the yellow level, and targets have been provided to all the suppliers to improve their compliance to the yellow level within 1 year.

This year due to the pandemic, we conducted only paper audits and no physical site visits. Of 128, 120 of our vendors who had historical scores showed 8% improvement. None of the vendors showed any non-compliances on ethical policies. We have flagged 3% of the evaluated suppliers in sustainability risk zone.

In Argentina, we are assessing over 10 exclusive vendors (accounting for close to 50 per cent of our purchases). Last year, in Indonesia, we covered 18 of our exclusive

vendors (accounting for 65 per cent of our purchases), and in Chile, we are covered 13 exclusive vendors (accounting for close to 50 per cent of our purchases).

Has the Company taken steps to procure goods and services from local and small producers including communities surrounding their place of work?

If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Yes. 80 per cent of all our materials sourced are from local suppliers. These suppliers are given priority payments as well as technology and quality system upgradation support. While developing a small-scale or local vendor, our category manager first visits the vendor's location to understand the capacity and processes at the vendors end. We then send across a baseline questionnaire (different for different categories) to the concerned vendor, and this is done to get a better understanding of the vendor's facilities and processes.

The questionnaire is evaluated, and we then make a request to audit the vendor. At the audit, we evaluate them as low-, moderate-, or high-risk vendors. Our moderate- and high-risk vendors are given 6 months' time to improve their facility and are scheduled for a re-audit. The vendors are also requested to provide a corrective and action report on our findings of the audit. These measures help us ensure the sustainability of our local suppliers and work on building their capability.

In addition, as a part of our community development initiative, we regularly source gift products in bulk from non-profit organisations and self-help groups for our events. Some of our team members have also volunteered their time and skills to help build the capability of these non-profit organisations, as a part of Brighter Giving, our structured volunteering programme.

Does the Company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste? (Separately as less than 5 per cent, 5-10 per cent, or more than 10 per cent)

In line with our philosophy of responsible sourcing, we relentlessly focus on ensuring that we reduce, recycle, and reuse our incoming materials. This helps us reduce our overall consumption of material and our products over all carbon foot print, and it helps us give back to the environment and society at large. In keeping with our zero waste to landfill goal, we have started diverting our waste from landfill to recycling or coprocessing. Since the fiscal year 2017-18, we have diverted more than 99 per cent of waste from landfill to recycling or coprocessing, and we continue to maintain this in the fiscal year 2020-21.

As a part of Extended Producer's Responsibility in India, we have collected and safely disposed 20,500 MT of post-consumer plastic packaging waste during the fiscal year 2020-21 from 28 states and 6 UTs. This constitutes to 100% equivalent of plastic waste generated from the sale of our products pan India. We're now plastic neutral and committed to maintaining this status going forward.

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

Code of Conduct

At GCPL, we focus on ensuring the well-being of all our team members. The safety and health of our team members is extremely crucial to us, and we are committed to building and maintaining a safe and healthy workplace. Ensuring diversity, zero discrimination, safety, health, and other attributes essential to a healthy and good working environment is a part of our Code of Conduct. All our team members demonstrate their commitment to follow the Code of Ethics while signing in their acceptance letter. The Code of Conduct is also available on the internal employee portal. A few of the principles of this Code of Conduct are listed below.

A. Diversity, anti-discrimination, and equal opportunities policy

We recognise merit and perseverance and encourage diversity in our company. We do not tolerate any form of discrimination on the basis of nationality, race, colour, religion, caste, gender, gender identity or expression, sexual orientation, disability, age, or marital status and allow for equal opportunities for all our team members.

We value diversity within the Group and are committed to offering equal opportunities in employment. We will not discriminate against any team member or applicant for employment. Godrej Industries Limited and Associate Companies also subscribes to the CII-ASSOCHAM Code of Conduct for Affirmative Action.

Pallavi Wad, Head - PSO, GCPL India & SAARC, serves as the Diversity Presiding Officer for our team members and seeks to resolve any complaints or queries that are raised in relation to diversity and discrimination.

During recruitment, we ensure that diverse profiles form a part of the talent pool being assessed for any role, and merit is the sole criterion for selection. We are driving our efforts to make all our workplaces and functions (sales and manufacturing) conducive for women.

Moreover, our Sustainable Procurement Policy extends the non-discrimination policy to our suppliers. All our suppliers must ensure that there is no discrimination in their hiring and employment practices on the basis of race, colour, gender, age, nationality, religion, sexual orientation, marital status, citizenship, disability, veteran status, and medical condition.

B. Prevention of sexual harassment

We are committed to creating and maintaining an atmosphere in which our team members can work together, without fear of sexual harassment, exploitation, or intimidation. We have ensured compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013.

We recently reconstituted our Internal Complaints Committee in accordance with the act to ensure that women are protected against sexual harassment at the workplace. This policy extends to all employees in India, including daily wage workers, contract workers, and trainees or the equivalent. It extends to all offices, units, and factories or any place visited by the employee during the course of employment and transportation provided for work-related travel. Every team member is made aware that the Group strongly opposes sexual harassment and that such behaviour is prohibited both by law and the Group policy. We take all necessary action(s) required to prevent and correct behaviour that violates this policy.

C. Safety and health

We remain committed to protecting and building a safe and healthy workplace.

We provide safe equipment and systems of work for all team members. All our team members are expected to ensure that they adhere to all norms and comply with all relevant statutory provisions. We also provide information, training, and supervision needed for compliance.

Furthermore, we are committed to the health and well-being of our team members and have an onsite medical centre, hospital, and children's day care facility within the Godrej Head Office, Vikhroli campus.

With the COVID-19 outbreak, we have enabled work from home for all our office employees. At our manufacturing plants, we are following strict protocols of safety, hygiene, social distancing and cleanliness.

On-campus facilities (Vikhroli, Head Office):

We have a canteen facility in the campus where refreshments are provided. Transport facility is provided from the office to the nearest railway station and the Godrej Housing Colony. We have a Bank ATM and a travel help desk in our premise. We also have a fitness centre with state-of-art equipment, full-time fitness

instructors, and a nutritionist. All our sites are non-smoking zones, and smoking is strictly prohibited in the campus.

Mental wellness

Our Employee Assistance Programme offers a confidential service to enable mental wellness. We have partnered with 1to1help and have a mix of reliable self- help resources and personalised counselling sessions to choose from.

Women's area:

A women's area has been designed for all our female team members as a resting and nursing space, specifically for expecting mothers, new mothers, and women with special needs.

Some of the facilities provided are as follows:

1. Three resting rooms with a mini fridge
2. Lounge seating with magazines and newspapers and a tea and coffee station available throughout the day during operational hours
3. First aid and essential medicines

Our progressive HR policies:

GCPL prides itself on being a great place to work, a fact recognised and acknowledged externally also. This is evident in GCPL's consistent ranking as 'the best company to work for' in India in the Great Place to Work Study.

Our HR policies, such as flexible work hours, work from home arrangements, and part-time work, go a long way in ensuring that our team members successfully strike a work-life balance. Some of our policies include the following:

A. Maternity and Paternity Leave and Benefits Policy:

We provide a fully paid 6-month maternity leave and benefits and a flexible work arrangement for 6 months from the date one resumes work. We also provide 3 months' adoption leave and benefits, besides a paternity leave and benefits options.

B. COVID-19 support:

Safety and well-being continues to be our foremost priority of the year. We've added support and provided a one-stop repository for all our team members to access health, wellbeing and allied support material. These include:

- Remote Working: Guidelines for flexible work options and how to create sustainable, balanced work schedules.
- Wellness: Our employee mental wellness assistance programme that has various tools, articles and counselling facilities for self and dependents to manage stress and anxiety.
- Tele Health Services by Apollo: To enable our employees and their families to access to medical advice from home.
- Medical Claims: Revised processes and COVID-19 inclusion to ensure claims can be processed seamlessly while working remotely.
- Safe Travel: Guidelines for team members on work-related travel, and tie-ups for team members who would like to purchase a two-wheeler to avoid public transport.
- Payroll Facilities: Increase in the Telecommunication reimbursement component.

C. COVID-19 vaccination:

- In addition to the COVID-19 inclusions to our medical insurance scheme, and the introduction of our mental wellness platform and aids, we are reimbursing the cost of vaccination for all Godrejites and their dependents as declared in our medical insurance scheme.

D. Late-Night Cab Facility:

We have a late-night cab facility for all women employees for their safe travel from work to home when working late in the office.

We also provide Ola for business service that can be easily availed by our team members travelling for work anywhere in India.

F. Sustenance Allowance Policy:

We also offer sustenance allowance to our specially abled team members. This financial support is provided to our team members who require additional infrastructure and safe travel from home to work. This policy is applicable to all team members at GCPL. The objective is to improve the living conditions and provide better opportunities and sustenance to specially abled employees.

G. Women and Leadership:

We foster a holistic, supportive workplace for women. As a result of these efforts, share of women employees in GCPL has increased to 25 per cent and 25.6 per cent of management positions are held by women. In level 1, junior management level, women are 11.5 per cent of the workforce. In senior management, women are approximately 20 per cent of the workforce. Moreover, women comprise 24.5 per cent of employees in revenue-generating management functions.

Apart from our maternity benefits and day care facilities, we have a Caregiver Travel Policy, which enables new mothers to bring a caregiver and children up to 1 year of age, for necessary work-related travel. Through Careers 2.0, our second careers programme, we provide women who have taken a career break a chance to return to the workplace. It offers aspirational and challenging projects across sectors and functions with added flexibility to help women balance their careers and personal needs.

Our engagement forums:

There are multiple contact points for the leadership team to interact with our team members through forums, such as the long-range plan, annual operating plan cascades and updates, open houses, town halls, focus groups around engagement surveys, HR connect sessions, and skip-level meetings by senior leadership. Every quarter, our Managing Director and the senior leadership team runs townhalls and provides updates on Workplace by Facebook on the overview of our business performance to our team members. These sessions help us gain transparency in information sharing and improve interaction among our team members.

We also engage our team members with employee opinion surveys such as the In-tune survey organised by Aon, feedback survey on reviews, and the Great Place to Work survey organised by the Great Place to Work Institute, India. We practice Bedhadak Bolo as a philosophy that salutes the spirit of expression and innovation at Godrej. This encourages people to speak and express openly and fearlessly. Bedhadak Bolo has resulted in team members coming forward with their

suggestions that have translated into numerous changes and innovations within the organisation. It has also resulted in improved team dynamics and an incredibly more open work environment.

We provide continuous skill upgradation and learning opportunities through structured career discussions and individual development plans. We invest in functional training for all our team members, on payroll and contract, in keeping with their current and future career aspirations. The learning suite encompasses functional training, leadership development programmes, and behavioural training designed for leading self, leading others, and leading business. GCPL's Sustainable Procurement Policy also recommends that suppliers take the initiative to recruit a diverse and inclusive workforce in terms of gender, experience, and ethnicity. Our suppliers are expected to adopt robust and relevant management practices to comply with applicable health and safety laws, rules, regulations, and industry standards.

Does the Company have an employee association that is recognised by the management?

Yes.

What percentage of permanent employees are members of a recognised employee association?

The percentage of permanent employees who are members of a recognised employee association is 94.7 per cent. All eligible employees in our four manufacturing clusters (North, North East, Central West, and South) are considered for employee association. In three of the clusters, all employees are covered by trade union/collective bargaining agreements. In one of the clusters, employees are not part of any union although they are eligible and have the right to form or join one. As a company, we give complete freedom to employees to join a union if they want.

Please indicate the number of complaints relating to child labour, forced labour, involuntary labour, and sexual harassment in the last financial year and pending, as on the end of the financial year.

We had received no complaints last year. For the fiscal year 2020-21, we have not received any complaints.

What percentage of your employees were given safety and skill upgradation training in the last year?

Percentage of permanent employees who are members of the recognised employee association	94.7*
Total permanent employees	2,696
Male	2,466
Female	230
Employees with disabilities	15
Percentage of employees less than 30 years of age	17
Percentage of employees between 30-50 years of age	69
Percentage of employees over 50 years of age	14
Contract employees	4,477

*All eligible employees in our four manufacturing clusters (North, North East, Central West, and South) are considered for employee association. In three of the clusters, all employees are covered by trade union/collective bargaining agreements. In one of the clusters, employees are not part of any union although they are eligible and have the right to form or join one. As a company, we give complete freedom to employees to join a union if they want.

Category	Safety				Skill upgradation			
	North Cluster	North East Cluster	South Cluster	Central West Cluster	North Cluster	South Cluster	North East Cluster	Central West Cluster
Permanent male employees (per cent)	85	98	93	100	82	90	95	95
Permanent female employees (per cent)	100	100	98	100	100	90	100	90
Employees with disabilities (per cent)	100	NA	NA	100	100	NA	NA	100
Casual/temporary/contractual employees (per cent)	100	100	100	100	100	100	100	88

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

The stakeholder engagement process consists of a variety of activities from stakeholder identification, consultation, prioritisation, collaboration, and reporting. The identification of all relevant stakeholders and understanding their expectations is a primary concern for GCPL in our quest to be sustainable. We identify key stakeholders on the basis of their influence on our operations and our impact on them.

Last year we carried out an extensive materiality exercise by engaging a third party; enabling a thorough understanding of the relationship of the material issues with our business risks, objectives & value creation. We analysed material issues based on identification and prioritisation methodology. We followed a systematic step-wise process of primary and secondary research to gather relevant insights and carry out the necessary calculations to arrive at the materiality matrix. Primary inputs were collected through direct stakeholder engagement, with discussions on material issues with various stakeholder groups. We used surveys to reach out to employees and gather information at scale. Our secondary research is primarily documented analysis of various sector trends, sustainability reports and select peer analysis. These issues are further rated by the level of importance, by us and our stakeholders. Upon identifying a broad list of material issues, we interacted with each key stakeholder group. These included our beneficiaries and NGO partners in line with our goal to build inclusive and prosperous communities.

In the past, we have conducted a detailed community needs assessment in our priority plant locations. We invited an external third-party consultant to conduct the assessment. The team followed a three-step approach, where they connected with our plant and corporate office, conducted extensive field-based assessments, backed by thorough secondary research to validate key facts, and obtained additional information available from official sources. The result was a comprehensive report of the community, their needs, gaps in the system, and our way forward.

We are now working in partnership with the government, people of the village, and local village communities. This approach helps us to distribute accountability and ensure long-term impact of our community development initiatives.

Recruitment of candidates from the Scheduled Caste/Scheduled Tribe/Physically Challenged (SC/ST/PC) categories has been taken up as one of the major performance measures of the central recruitment process owner. GCPL participates

in government fairs for recruiting candidates from the SC/ST/PC categories. GCPL has also partnered with NGOs to provide employment opportunities and counselling to people who fall in one of those categories.

Key Highlights:

1. To sustain affirmative action in GCPL, the unit head interviews every SC/ST/PC candidate applying for a job before the final decision is taken. This is done to remove individual biases of managers against these categories of candidates, if any. Recruitment of SC/ST/PC candidates has been taken up as one of the performance measures of central recruitment process owner.
2. Our employee referral policy promotes referrals of SC/ST/PC candidates by offering higher referral amounts.
3. The HR function keeps a regular track of the progress of affirmative action in the organisation and takes necessary corrective actions, if needed. Adherence to and proactive involvement in affirmative action have been added to the performance targets of many of our team members.
4. For people with disabilities, we identify appropriate jobs and have necessary infrastructural facilities that enable them to work with dignity.
5. We have set aside a dedicated budget towards affirmative action.
6. We provide equal training and development opportunities to improve the employability of all our employees.

Partnership and initiatives for community development and affirmative action:

Central west manufacturing cluster:

In line with our commitment to uplift the standard of living of the people around our factories, we continue to work closely with the Singwari village near our Malanpur plant, near Gwalior in Madhya Pradesh. The village has a population of approximately 5,350 people, and we support to achieve education, water, sanitation, and healthcare priority needs of the village.

The list of initiatives in the fiscal year 2020-21 is as below:

- As the pandemic struck and lockdown measures were implemented, we supported the vulnerable community in and around our manufacturing plant. We distributed 700 food relief kits to our contract workers, and 300 food relief kits to our community members around the plants. We also provided 500 food relief kits to the worst affected populations in Gwalior. We also extended supported to corona warriors like health workers, housekeepers, police and administration personnel by distributing hand sanitizers, masks, soaps, gloves, ration kits, and safety kits.

- We provided medical equipment to local authorities near our manufacturing plant.
- We are maintaining a garden and a playground with sports facilities to the primary school in Singwari. We also provided saplings to the school authorities to improve the green cover around the school premises.
- As a measure to motivate children to stay we distributed soaps to children with an average attendance of 80 per cent and above in the primary and middle schools in Singwari.
- In line with our global volunteering initiative, our team members volunteered virtually on Godrej Global Volunteering Week in December on the theme of Sustainable Living practices. Employees actively participated through the AIMEO app and uploaded photos of the sustainable practices they followed at home at in our manufacturing plant.
- To improve the employability of the youth, we partnered with schools, colleges, and industries to create awareness on quality concepts, entrepreneurship, environment, and safety based on Godrej experience.
- Singwari village has inadequate basic medical facilities. In order to fill this gap, we provide free medical aid to the villagers along with a consulting doctor who visits thrice a week. We have been running this free clinic since 1991.
- We are working to include SC/ST and PC people in our recruitment process. We have provided sustenance allowance to our PC team members which is 1.08 percent of total workforce and SC/ST category forms 14.50 percent of our workforce. Additionally, 45 per cent of our contract team members are belongs to SC/ST category.
- We have also started implementing 'Youth Ki Awaaz' programme - a water, hygiene & sanitation initiative in collaboration with Family Health India that works with young people to drive change. Over 100 young people of Singwari village are a part of the initiative and it will impact over 2,000 households across four villages.
- We organised an awareness and training session on Road Safety for Singwari School children and teachers. We also distributed reflective tapes for improved visibility during night travel.
- We have a strong focus on diversity and inclusion, and we enable equal opportunities for all our team members. We are grooming women leaders at our manufacturing plant, and we have 13 women team members working and handling shift operations. We further engaged them in various activities such as volunteering

day and women empowerment programmes.

- To improve mental and physical well-being of children, we organised Yoga Day for middle school children and teachers at Singwari village.



Our Malanpur plant team members distributing food kits to contract workers as COVID-19 lockdown measures halted production and manufacturing.

North manufacturing cluster:

- To support the government's efforts during the first wave of COVID-19 the GCPL management donated Rs. 5 lakhs to the Chief Minister Relief Fund, Govt. of Himachal Pradesh.
- We distributed 1000 ration kits during the lock down period across all the four units of North Cluster. We also provided goods worth INR 60,000 to the local police authorities in Kathua, Jammu to aid them in their fight against COVID-19.
- To support local administration, we provided the necessary medical support equipment to respective Deputy Commissioner across our units in North Cluster. Our support included oxygen cylinders, face masks, body covers, infrared thermometers and oximeters.
- As part of our efforts to support the local administration to fight COVID-19 pandemic, we provided hand sanitizers to ESI dispensaries & Police Stations at Baddi & Jammu Locations.

- We distributed 1,000 COVID care kits to our truckers and drivers across all locations in the North cluster as they were on the frontline to deliver goods.



Our North Cluster manufacturing team distributing hand sanitisers to police stations in Baddi and Jammu.

North east manufacturing cluster:

- We supported Gauhati Medical College Hospital - a Govt. hospital by donating 38 ICU beds with mattresses, 4 air mattresses & 7000 Ltrs of hand sanitizer. The Assam Health Minister Mr. Himanta Biswa Sarma personally recognised this CSR activity.
- During the first lockdown, we distributed around 850 food packets to our casual labourers in the plants and 240 food packets to vulnerable families of nearby villages.
- We distributed 2400 COVID-19 care safety packets to truck drivers and helpers who came into our manufacturing plants.



North East Cluster manufacturing team donated 38 ICU beds to Gauhati Medical College Hospital in Assam.

South manufacturing cluster:

- We donated two ICU beds to the Government Hospital, Karaikal through the District Collector in April 2020.
- We distributed 800 COVID-19 care packages containing essential grocery items to our contract workers 1800 packages to the local community. We also disinfected all streets of nearby village to our plants.
- We donated 10,000 face masks to Deputy Director, Public Health Department of Puducherry in July 2020 to protect their frontline workers. We also provided 11,000 masks were provided to Health Department, Karaikal in August 2020 and in November 2020.
- All our units handed COVID-19 safety kits to the Truck Drivers in November / December 2020, who brought materials to the units and who transported our finished goods out of the units.
- Distributed Protekt hand sanitizers to the baseline workers of Puducherry Municipality in March 2021, through ReCity NGO.
- We regularly inspect COVID-19 measures we take every fortnight using the checklist comprising organizational requirements and other key guidelines.

- We virtually celebrated the World Environment Day in all units with the theme of Biodiversity on June 5, 2020.
- We celebrated Road Safety Week at Conso Unit by organizing a helmet rally in collaboration with traffic police department which benefits publics and the event was telecast in local channels. We also organized an internal online road safety quiz to raise awareness.
- We celebrated the Global Godrej Volunteering Week digitally on the theme of everyday sustainable practices. A large number of our team members participated and uploaded their initiatives on the Aimeo app.
- We organised anaemia awareness programme for all our employees that helps team members to be cautious about their health during this pandemic.

Has the Company mapped its internal and external stakeholders?

Yes. In FY 2019-20, we carried out an extensive materiality exercise by engaging a third party; enabling a thorough understanding of the relationship of the material issues with our business risks, objectives & value creation. We analysed material issues based on identification and prioritisation methodology. We followed a systematic step-wise process of primary and secondary research to gather relevant insights and carry out the necessary calculations to arrive at the materiality matrix.

The material issues were further rated by the level of importance, by us and our stakeholders. Upon identifying a broad list of material issues, we interacted with each key stakeholder group. These included employees, leadership team, suppliers, distributors, consumers, investors, NGO partners, beneficiaries, and industry associations.

Out of the above, has the Company identified the disadvantaged, vulnerable, and marginalised stakeholders?

Yes. We invited an independent third-party external agency to carry out the needs assessment of the communities we work in. The team followed a three-step approach, where they connected with our plant and corporate office, conducted extensive field-based assessments backed by thorough secondary research to validate key facts, and obtained additional information available from official sources. The result is a comprehensive report of the community, various stakeholders, the vulnerable community and their needs, gaps in the system, and our way forward.

Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable, and marginalised stakeholders?

Most of our focus this year was on relief and recovery programmes of COVID-19. We've supported over 42,500 people and their families by providing COVID-19 relief and livelihoods recovery support.

In addition, our team members volunteer their time through Brighter Giving, our structured volunteering platform, and offer their time and skills to help address a non-profit organisation's needs. This year all volunteering initiatives were online. Over 100 Godrejites across our companies volunteered their time and skills for different causes.

Principle 5: Businesses should respect and promote human rights

GCPL respects and promotes human rights for all individuals. We do not discriminate against any team member or applicant for employment on the basis of nationality, race, colour, religion, caste, gender, gender identity/expression, sexual orientation, disability, age, or marital status.

We developed a Human Rights Policy and released it in June 2017. The policy can be viewed here: <https://www.godrejcp.com/sustainability/codes-and-policies>

Post-releasing the policy, we have conducted a training for key HR personnel on human rights to institutionalise the process. Further, we have embedded human rights principles into our Code of Conduct for all employees.

Our audit team has internalised processes on identifying and complying with key labour laws. The team has categorised risks on non-compliance ranging from low risk to super critical risks. The team ensures timely assessments are carried out for ensuring we have no child labour on our site, we have no forced labour, we follow no discrimination, and have freedom of association for all eligible employees. We also audit on health and safety systems and ensure fair wages, leaves, and working hours.

All of GCPL's manufacturing sites in India and exclusive third-party sites are mapped and audited with mitigations plans in place.

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

We are deeply committed to strengthening our approach to make environmental sustainability a key part of our manufacturing processes. By reducing our energy needs, managing our waste, and transforming our products, we are driving success both for our business and the planet. From sourcing of raw materials to the manufacturing technologies that we use at our plants, we are integrating sustainability into the very core of our business processes and value chain.

We are also looking for ways to extend our sustainability efforts beyond our manufacturing plants to impact the entire life cycle of our products. We are building capabilities to make our overall manufacturing approach more future ready. Our green commitment by the year 2020-21 is as follows:

- Become carbon neutral
- Reduce specific energy consumption by 30 per cent
- Achieve a positive water balance
- Send zero waste to landfill
- Increase renewable energy use by 30 per cent

Furthermore, we focus on innovation in our product line and are committed to developing 'good' and 'green' products. The 'good' products are designed to address a critical social issue (such as healthcare and sanitation) for consumers at the base of the income pyramid. We define 'green' products as those that have environmentally preferable attributes.

We continuously strive to achieve our Good & Green goals and targets. We are using clean energy sources by shifting from the use of fossil fuels to that of renewable fuels, such as biomass, in boilers and procuring electricity from renewable energy sources. We are improving our productivity to reduce our specific water consumption while deploying rainwater harvesting system in all our manufacturing plants to further reduce our freshwater consumption. We have also undertaken several initiatives at our manufacturing facilities to reduce waste generation and divert the waste from landfill to gainful applications.

Here is our green performance as on March 2021 against the fiscal year 2010-11.

Energy

Goal: Reduce specific energy consumption by 30%

Performance: We have reduced our specific energy consumption by 28.4%

Goal: Increase renewable energy portfolio to 30%

Performance: We have increased our renewable energy portfolio to 28.9%

Emission

Goal: Become carbon neutral

Performance: We have reduced our specific GHG emissions by 37.4%

Water

Goal: Become water positive

Performance: Achieved water positivity (We reduced our specific water consumption by 30.3 per cent and we are conserving more water than we use in our operations through rainwater harvesting within our facilities and community watershed programme).

Waste

Goal: Achieve zero waste to landfill

Performance: We have reduced our specific waste to landfill by 100% by diverting aa waste from landfill.

We comply with all the requirements of the Central Pollution Control Board and State Pollution Control Boards. There have been no violations of any environmental laws and requirements for the fiscal year 2020-21.

We have created detailed checklists for compliance and continuously emphasise on improving productivity and plant utilisation. We have set targets for improvement in our environmental short-term and long-term performance.

(For detailed performance of our green goals, please visit our FY 2020-21 Integrated Annual Report [here](#) -> Making our supply chain best-in-class -> Sustainability of the process)

Does the policy related to Principle 6 cover only the Company, or does it extend to the Group/joint ventures/suppliers/contractors/NGOs/others?

All our major manufacturing units have policies on environment, healthcare, and safety measures. For the subsidiaries and joint ventures, the Code is applicable in keeping with the local requirements prevailing in the country of operation. We encourage our business partners to follow the policy.

To achieve our goals and ensure ethical conduct, it is imperative that our suppliers share our values and vision and raise the sustainability standards of our supply chain. We acknowledge that long-term sustainable development of our suppliers is

critical to our joint success. We value our relationships with our 600+ suppliers who share our approach and vision towards doing business.

In keeping with our commitment to building a greener India, we have developed a Sustainable Procurement Policy, which is an extension of our values and is applicable to all our suppliers. Till date we have worked to implement the policy for 128 suppliers who account for 70% of our procurement spends. We conducted baseline assessment and communicated the baseline scores to the suppliers. We are now working closely with our suppliers to develop their voluntary targets.

We periodically review the policy to ensure that it continues to help us move towards our vision. The suppliers are audited for their performance against the four pillars of the policy—to be ethically driven, socially focussed, and green inspired and ensure quality-centred supply chain.

Does the Company have strategies/initiatives to address global environmental issues such as climate change and global warming? Yes/No. If yes, please give the hyperlink to the webpage?

Yes. All our manufacturing units monitor their GHG emissions, and we have set short-term and long-term targets for reduction of emission. Some of the initiatives include switching over to the use of renewable biomass for boilers, procurement of renewable energy, flue gas heat recovery from boilers and utilisation in the process, and installation of energy-efficient equipment.

In addition to taking measures to reduce, reuse, and recycle waste at our manufacturing plants, we have initiated community waste management projects with the aim to divert waste from landfills. In the past we have collaborated with the Hyderabad, and Kalyan-Dombivali Municipal Corporations for urban waste management, and more recently we're working with the Pondicherry Municipal Corporation. We are also working with a social enterprise in Guwahati to convert plastic waste into fuel. Further we are partnering with an enterprise in Assam that is recycling forest and agri residue into briquettes for bio-fuel. Together, through these projects, we aim to process upto 150 MT of solid waste per day.

As part of our Extended Producer Responsibility, we have collected and processed over 20,500 tonnes of post-consumer plastic waste which is 100% of all the plastic waste we send out in our packaging making us plastic neutral. Please find details in Principle 2.

Globally, climate change is affecting seasonal weather patterns, leading to either intense precipitation or drought-like events. In the fiscal year 2016-17, we initiated an Integrated Watershed Management Programme in the drought-prone district of

Siddipet in Telangana. We are working in partnership with NABARD and the NGO PEACE to help restore the ecological balance of the region and mitigate the risk of climate change for the local farmers. Our efforts are designed to recharge groundwater and make more water available for irrigation over a total area of more than 3,300 hectares by FY 2022. Till FY20-21, We have completed treating 1,362 hectares of land covering 42 per cent of the total area under the project. We have provided over 5 lakh saplings for direct and seed dibbling. Due to the pandemic the livelihoods of the farmers were impacted. We provided financial assistance to 174 farmers through returnable grants to support their livelihoods. We also captured 3 million KL of water in FY 20-21 which is 3.5x of our water use at GCPL.

You can find more details about our initiatives on <https://www.godrejcp.com/sustainability/csr>

Does the Company identify and assess potential environmental risks? Yes/No.

Yes, potential aspects related to environment are identified and evaluated for their impact on the basis of severity, scale, and probability. All the significant aspects have operational control procedure in place.

Does the Company have any project related to the Clean Development Mechanism? If so, provide details thereof in approximately 50 words. Furthermore, if yes, has any environmental compliance report been released.

We are working on our Integrated Watershed Management Programme to be registered under Verified Carbon Standard. The project is currently under the validation phase and will mitigate 684,000 tonnes of CO₂e over the period of 20 years, which is equivalent to 34,000 tonnes of CO₂e per annum.

Has the Company undertaken any other initiative on clean technology, energy efficiency, or renewable energy? Yes/No. If yes, please give the hyperlink to the webpage.

This year our energy performance for the year was affected due to COVID-19 disruptions and intermittent start-stop operations. This also caused delays in all new energy and renewable initiatives that had been planned. Despite the challenges, we implemented 54 energy efficiency initiatives across all our locations. Some of the major initiatives we undertook in the fiscal year 2020-21 are as follows:

- In Malanpur, we installed energy efficient (IE3) motors and LED lighting. This has helped to reduce the energy consumption by 1,50,000 kWh annually. We also installed a Vapour Liquid Separator in soap dryer that helped us save 12 MT of fuel (FO). We provided a jacketed pipe with NRV on oil tankers that helped to save 43 MT of fuel.

- In North cluster, we signed rooftop solar power purchase agreement for our Katha and Thana units. They will be commissioned in May 2021 and help us increase our renewable energy portfolio by 0.8%.
- In North East cluster, we installed lower size nozzle for boiler at Lokhra-II plant that will help us save 19 kL of diesel.
- In South cluster, signed rooftop solar power purchase agreement for our Conso unit. It will be commissioned in May 2021. We also installed a servo system for mould push and punching cylinders in the stamping machines that will help save 228,000 kWh of energy annually.

Are the emissions/waste generated by the Company within the permissible limits issued by CPCB/SPCB for the financial year being reported?

Yes. All the units are compliant with the norms of CPCB and SPCB.

Number of show cause/legal notices received from CPCB/SPCB which are pending as on the end of the financial year.

Nil.

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

Is your Company a member of any trade and chamber or association? If yes, name only the major ones that your business deals with.

GCPL ensures that its policy is with the highest degree of responsible and ethical behaviour, and it also works with collective platforms such as trade and industry chambers and associations to raise matters with the relevant government bodies.

GCPL is a member of trade associations such as Home Insect Control Association, India Beauty and Hygiene Association, IMC Chamber of Commerce and Industry, Bombay Chamber of Commerce, and Waste Efficient Collection and Recycling Efforts (WE CARE). The total membership fees paid to the association during the fiscal year 2020-21 is ₹5,26,325. These associations regularly engage with relevant government bodies on various policy related matters and provide inputs or comments on behalf of the members.

No contributions to any political organisations or lobbyists were made during the year.

Have you advocated or lobbied through above associations for the advancement or improvement of public good? Yes/No. If yes, specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy Security, Water, Food Security, and Sustainable Business Principle). GCPL has representation through CII and other trade associations for advancement or improvement of public good.

Principle 8: Businesses should support inclusive growth and equitable development

Sustainability is intrinsically linked not just to our growth strategy but also to our legacy and values. We strongly believe we are accountable to our communities, while we continue to drive shareholder value. This helps us improve the lives of those at the base of the pyramid, preserve and protect the environment, improve the efficiency of our operations, and generate innovations.

Does the Company have specific programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes, please provide details thereof.

Yes. We have a dedicated sustainability and CSR department, Good & Green, which works towards a more inclusive and greener planet. The entire scope of work is defined in the CSR policy of the Company, which is available at <https://www.godrejcp.com/sustainability/codes-and-policies> and additional details about the programmes are available at <https://www.godrejcp.com/sustainability>. We run five key programmes addressing critical needs of the country and the communities we operate in. Four of our programmes are across India and one initiative is in communities around our manufacturing sites. This year our focus was largely on COVID-19 relief and recovery. The following is a list of our COVID-19 initiatives and current CSR programmes:

1. COVID-19 relief and recovery

The impact of COVID-19 has not only been felt in terms of a public health crisis of unprecedented proportion, but also as a longer-term economic disaster impacting lives and livelihoods of billions of people worldwide. In emerging markets, where GCPL operates, this is further worsened due to pre-existing inequalities. Our response had two phases:

Phase I – Immediate relief (March – September 2020)

Phase II – Mid to long-term recover (October 2020 onwards)

Phase I

As the pandemic struck, the safety and well-being of our team members was our top priority. While our office staff is working from home our manufacturing sites continued to serve our consumers by manufacturing and delivering essentials products such as soaps, hand wash, sanitisers, and household insecticides.

We follow strict protocols of social distancing, sanitation and hygiene across all our sites and offices. Meanwhile, we also ensure our upstream and downstream transport teams, sales and distribution teams all use necessary safety kits and follow standard protocols to keep themselves safe. Beyond our operations we've reached out to vulnerable communities across our ecosystem.

Key initiatives:

1. Providing relief to the worst affected populations

- In India, we provided food supplies and safety kits to over 137,000 migrant labour and urban poor through our NGO partners. Our NGO partners also helped in unlocking funds from the government relief packages and funds for vulnerable members of the community.
- In Indonesia, we distributed food kits to impacted families, nursing & disability homes.
- In Zambia, the team provided over 700 face masks to students and staff of a local primary school.
- In Ghana, our team voluntarily fund raised and provided food packages for 100 widows and aged people to community and contract workers.

2. Strengthening public healthcare

- In India, we supported the public healthcare system in Maharashtra (in Mumbai), and Assam (in Guwahati) by donating medical equipment (beds, ventilators, ICU equipment, testing kits, and mobile testing autorickshaws, among other support) worth INR 2.36 cr.

3. Product donations

- In India, In India, we donated 21,69,975 units of sanitation products in response to requests from local authorities, hospitals, and NGOs for frontline workers and communities.

- In Nepal, we distributed 3,820 Godrej No 1 soaps, 2,750 Goodknight Octa Coil and 820 Mr. Magic handwash to communities, 44 hospitals, 47 police stations and various other government offices.
- In Argentina, we distributed 10,000 sanitisers and liquid hand wash to NGOs.
- In USA, we distributed 150,000 sanitisers to 100 charities.
- In Indonesia, we donated products to local communities & 74 hospitals.
- In Kenya, we provided 504 Lavik hand washes (252 litres), 5 Lavik disinfectants (40 litres) and 1,000 face masks to the Mlolongo Primary School that will cover over 1,500 children and 30 staff members of the school.

4. Supporting government efforts

- In India, our team members volunteered to fund raise and we matched their contribution to donate to national efforts.
- In South Africa, our team members volunteered to fund raise and directed the contribution to the national efforts. Our team also donated face masks to the government.
- In Uganda, we donated Rs. 40 lakhs to the government to support their efforts.
- In Kenya, our team volunteered to fund raise and support the local community and government efforts.
- In Mozambique, our team's volunteered to fund raise and support local government efforts. They also manufactured masks and donated one disinfection tunnel to the government.

5. Protecting people in our ecosystem

- In India, we provided safety kits to over 46,120 people including contract workers, GCPL transporters, field sales personnel, and Godrej Professional salonists. We also made direct cash transfers to 250 market research agents to help meet the basic needs of their families.
- In Nigeria, our team voluntarily fund raised to support out of work hair stylists. By providing cash support to 500 stylists.
- In Kenya, we supported salons by providing 100,000 re-usable masks, 20,000 litres of disinfectants, 10,000 litres of liquid hand wash and 3,000 face shields, and weekly disinfection drives.
- In Tanzania, we distributed sanitisers to 60 local customers.

Phase II

National and state governments have announced relief packages for those who have been hit the hardest and we are working with our non-profit partners to unlock

these funds through government schemes for our beautypreneurs. We helped unlocked Rs. 2.5 lakhs in government schemes for 171 beautypreneurs.

Post lockdown, we have also started providing need-based livelihoods support such as returnable grants, insurance cover against COVID-19 related medical expenses, training on business recovery post lockdown, and incubating nano and micro entrepreneurs in key geographies.

In Kolkata and Guwahati, we're providing livelihoods recovery training and support to 5,000 street vendors who are one of the most vulnerable and "at risk" occupation groups within the informal sector workers. We are training them on health, hygiene, safe product handling, proper waste disposal, business and financial literacy and training on digital methods of payment. We are also building their awareness on various social entitlements and social protection schemes available to them.

In Thane and Palghar, we're working to establish micro enterprises in rural areas impacting over 600 people and setting up market platforms. The project has a special focus on women and returned migrant worker led enterprises. The project is developing entrepreneurship and enterprises in farm produce value addition, aggregation & trading. It is also creating marketplaces for rural entrepreneurs by the setting farmer markets. These pop-up marketplaces will help connect buyers (urban India) and sellers (from rural India) leading to responsible consumption and production.

In Mumbai, we're supporting 250 women to access livelihood options through a network of 50 community childcare centres providing safe and affordable childcare services. The project will support women to establish, rebuild and renew the centres by supporting them to diversify and explore related business opportunities. It will also link women to government welfare schemes to avail entitlements and with skilling partners to gain livelihood opportunities.

In Malanpur, we're setting up entitlement facilitation centre to ensure people get access and avail their basic entitlements of various state and central government welfare schemes. The project is identifying individuals, capacitating and training them, and handholding them to avail entitlements.

In Baddi, Jammu, Pune and Lucknow, we're working with 750 out-of-work adults and 350 adolescents who're dropping out of school. With adults we are supporting them to get formal and semi-formal jobs and handholding to set up micro enterprises. With adolescents we are identifying drop-out children, providing learning opportunities, enhancing their life-skills and building their resilience.

2. Employability and livelihoods

At Godrej, we collaborate with non-profit organisations and social enterprises to design and run several employability training programmes for youth from low-income sections of society. We aim to improve the earning potential of our trainees by building their skills and empowering them. Apart from core domain skills, our programmes also focus on life skills training, entrepreneurship development and postplacement support.

Our livelihood programmes focus on economic empowerment and are a part of our CSR initiatives. They are guided by Good & Green vision and our [CSR policy](#), and are reported under Schedule VII, Section 135 of the Companies Act, 2013 in the Directors' Report. We follow a shared value approach that addresses critical economic needs of marginalised and underprivileged sections of society by leveraging our expertise.

Salon-i and Beautypreneur in India

Salon-i and Beautypreneur are our flagship programmes that train and work with women in the beauty industry.

The beauty and wellness industry has been badly hit during the pandemic. As per the MESME Ministry the sector has suffered over 70 lakh job losses during the lockdown. Healthcare concerns over the very nature of beauty operations has kept customers away from accessing beauty and wellness services.

Our partner – Samhita Social Ventures – in their study revealed that income of small beauty parlours led by women is down by 50% even after 6 months post lockdown. These micro businesses are dependent on daily cash inflow to run their business. Moreover, their savings were exhausted during the lockdown and many even reported that their spouses are out of jobs, leaving them cash crunched.

Pivoting our programme due to COVID-19

During the lockdown, we used the time to refresh domain skills of our Beautypreneurs. Our Godrej professional hair team is also volunteered to host advance training sessions. We communicated extensively on health & hygiene awareness, providing them with personal safety kits, and sharing guidelines that need to be followed as salons reopen. We are also help them explore ways they can diversify their income with homemade beauty products and wellness solutions.

As lockdown measures eased, we tied up with Samhita Social Impact's Revive initiative – a returnable grant model that provides access to timely, financial assistance and technical support to women who run small businesses. As of March, we supported 475 beautypreneurs and have rolled out returnable grants to them. 46% of these women are accessing formal finance for the first time of upto Rs. 20,000, for a 12-month period.

The loans are used to buy safety equipment, salon consumables and in some cases for diversifying in to a new income stream such as tailoring or catering. Through this process the women have also learned important digital and financial skills. The repaid amount will be used to fund other deserving beautypreneurs and later for reskilling programmes to help increase their incomes.

In Salon-i, we didn't train any new young girls during FY20-21. We ran a small pilot in Q3 to train 45 barbers in Gujarat and Rajasthan and will expand on it in the next fiscal year.

In December, our Innovation team partnered with us to build a community panel in Mumbai. Together we worked with Salon-i alumni to train beautypreneurs and upskill them to become research facilitators and bring community insights and a fresh neutral perspective. We have now successfully established two consumer panels at Dharavi and Virar. The panels help us engage and access to their communities and give us an opportunity to understand their specific behaviours towards life in general and health & hygiene habits in particular.

Given the negative impact of the pandemic on lives and livelihoods, we have been able to support these cash crunched individuals and their communities with an alternate source of income. Beautypreneurs working with us were able to earn ~INR 15K each with us since the start of our project in December 2020. We are looking at expanding this initiative to other parts of the country with help from to build more such panels to enrich the communities and alongside enhance our proprietary insights as well that ties back to our shared value approach.

(For more details about the Livelihood programme, please visit FY 2020-21 Integrated Annual Report [here](#) -> Building a more inclusive and Greener World)

2. Public health

The EMBED (Elimination of Mosquito-Borne Endemic Diseases) programme started in 2015 in Madhya Pradesh in partnership with the Ministry of Health & Family Welfare's National Vector Borne Disease Control Programme (NVBDCP). This year,

we extended our EMBED initiative to Uttar Pradesh and Chhattisgarh. We have also started an urban dengue-chikungunya project in 4 cities under Integrated Vector Management project with NVBDCP. Despite challenges we continued to run the programme across 810 villages and have met all our coverage targets for the year.

We collaborate with NGO organisation and state governments to run intensive behaviour change programmes in regions with a high annual parasite index where malaria transmission risks in the highest. We are working in a village for two years to spread awareness to households and people at the bottom of the pyramid, and vulnerable and marginalised groups in tribal, hilly and hard-to-reach areas.

COVID-19 pivot

At the peak of COVID-19 in the first quarter of the year, the risk of malaria outbreak was also looming over India as monsoon was about to set in. While healthcare systems were grappling with COVID-19 cases, there was a dire need to keep a check on malaria outbreaks and double down on precautions.

Our pre-season preparedness and awareness activities started as early as April during the lockdown. At the same time, we also extended our support to the local health departments to spread awareness on COVID-19. We provided support to local health workers, relaying information back to primary or community health centers, and following up of at-risk, suspected or quarantined persons.

A big challenge is that fever is a common symptom of both malaria and COVID-19. Testing for malaria has taken a back seat due to the pandemic. Our programme played a vital role in ensuring people are aware, take precautions and seek medical support at the right time.

Impact

- By the end of FY 20-21, 24% of 824 villages, became malaria free.
- The 400 new villages where EMBED has just started Year 1 of the intervention continue to report cases, and malaria free outcomes will be observed in years 2 and 3.

3. Waste management

Today, waste disposal has become a monumental problem that results in hazardous impacts on the environment and society alike. Over 1,50,000 tonnes of municipal solid waste is generated in India per day. To address this, we have commissioned

and introduced community waste management projects by using circular economy principles.

In the past we have collaborated with the Hyderabad, and Kalyan-Dombivali Municipal Corporations. Most recently we have partnered with Pondicherry Municipal Corporation to implement a community waste management project. The project launched in Q3 with a beach clean-up drive and aims to scientifically manage 140 MT per day of waste from Pondicherry and establish a circular economy.

We are also working with a social enterprise in Guwahati to convert plastic waste into fuel and another partner in Assam to recycle forest and agri residue into briquettes for use as bio-fuel. Through these projects, we currently process 25 MT of waste / day and aim to scale it up to divert 50 MT of waste / day from landfill by 2023.

4. Watershed management

Currently, groundwater levels in Siddipet, Telengana are lower than 400 ft in many areas; as a result, farmers are under acute pressure. Our integrated watershed development project will help restore the ecological balance in the drought-prone district of Siddipet. We partner with NABARD and PEACE, a local NGO, to work with local communities to ensure their buy-in and create civil structures to capture rainwater at appropriate places, build capacity of local communities in water management, and train on sustainable agricultural practices.

Output

We have completed treating 1,362 hectares of land covering 42 per cent of the total area under the project. Till date we have provided over 5 lakh saplings for direct and seed dibbling. Due to the pandemic the livelihoods of the farmers were impacted. We provided financial assistance to 174 farmers through returnable grants to support their livelihoods. We also captured 3 million KL of water in FY 20-21 which is 3.5x of our water use at GCPL.

By 2023, we aim to treat 3,234 hectares of land as well as build capacity of the whole community on water management and sustainable agriculture.

5. Community initiatives

Around our flagship plant in Malapur, we had rolled a 'Youth ki awaaz' initiative which is a water, health and sanitation behavior change programme that works with the young people to drive change. We had enrolled 81 young people at the start of 2020. With COVID-19 outbreak the team supported in COVID-19 surveillance and prevention of outbreak in the intervention villages we had planned for. The project team was issued identity cards from the health department and has been working in close coordination with Gram Panchayats, Panchayat Secretaries, Public Distribution Shops, Accredited Social Health Activist (ASHA) and Anganwadi workers for the following:

- Reaching out to vulnerable and disadvantaged families including persons with disabilities, elderly and women in distress (including pregnant women) and children and linking them with existing available services and government benefits.
- Raising awareness door-to-door to maintain social distance at shops, public distribution scheme (PDS), and water collection points, using mask, hand wash and follow the compliance and restrictions of lockdown.
- Tracking families where any member of the family has come from outside the state/ district.
- Support ASHA and other frontline workers in tracking and community awareness on prevention from COVID-19.
- Reporting suspected COVID-19 cases to the closest Primary Health Center (PHC)/Community Health Center (CHC) and following up of persons in home quarantine.

We also encourage our team members to volunteer their time for our communities. Our annual Godrej Global Volunteering Week is a platform for our team members to connect with our communities more meaningfully. In 2020, over 320 of our GCPL team members across 7 countries volunteered virtually on tiny sustainable living tasks. Of the 56 tasks we hosted on the app, each volunteer on average completed 28 tasks. Across the Group, in this week, we helped save 67,560 litres of water, 13,658 kWh of electricity, and 2,735 kg of waste. We also got healthier, as we burned 177,500 calories and took time off for self-care.

Are the programmes/projects undertaken through in-house teams/own foundation/external NGO/government structure/any other organisation?

We collaborate with non-profit organisations and social enterprises to design and run a range social development programmes ranging from employability training and entrepreneurship development to public health and environmental sustainability. The programmes aim to improve the earning potential of our trainees by building their skills and empowering them, improve quality of life by reducing

disease burden, and provide a cleaner and more sustainable environment for the communities we work with.

Have you done any impact assessment of your initiative?

We regularly evaluate all our programmes. We have carried out detailed impact assessments and SROI studies of our Salon-i programme, Beautypreneur initiative, and EMBED programme.

What is your Company's direct contribution to community development projects?

In the year, the Company spent 2.43 per cent per cent of PAT on CSR initiatives (2 per cent of the average net profits of last 3 years calculated in the manner specified in Section 135 of the Companies Act, 2013, with rules thereunder).

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

We are a customer-centric Company and attach considerable value to the trust, satisfaction, and loyalty of our customers across the world. Our primary focus is to delight our customers, both externally and internally. Customer-centricity is a part of the Godrej Group's Code of Conduct. We strive to ensure that customer needs are satisfied and that our products and services offer value to our customers.

Our customer focus extends not only to external but also internal customers. We firmly believe that external customer satisfaction can be attained only if the needs and reasonable expectations of internal customers are met. Our employees are strongly encouraged to act in accordance with this principle.

What percentage of customer complaints/consumer cases are pending as on the end of the financial year?

In our endeavour to strengthen our relationship with our stakeholders, we have addressed all feedback reported in the last financial year.

Does the Company display product information on product labels over and above what is mandated as per local laws? Yes/No/NA/Remarks (additional information).

GCPL displays adequate information to enable safe and effective usage of its products.

Is there any case led by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anticompetitive behaviour during the last five years and pending as on the end of this financial year? If so, provide details thereof, in about 50 words or so.

None.

Did your Company carry out any consumer survey/consumer satisfaction trends?

Yes.