

Business Responsibility and Sustainability Report (BRSR)

SECTION A: GENERAL DISCLOSURES

I. Details of the Company

1. Corporate Identity Number (CIN) of the Listed Entity:	L15140MH1988PLC049208
2. Name of the Listed Entity:	MARICO LIMITED
3. Year of incorporation:	13-10-1988
4. Registered office address:	7th Floor, Grande Palladium, 175 CST Road, Kalina, Santacruz (East), Mumbai 400098
5. Corporate address:	7th Floor, Grande Palladium, 175 CST Road, Kalina, Santacruz (East), Mumbai 400098
6. E-mail id:	investor@marico.com
7. Telephone:	022 - 66480480
8. Website:	www.marico.com
9. Financial Year for which reporting is being done:	2022-23
10. Name of the Stock Exchange(s) where shares are listed:	1. BSE Limited 2. National Stock Exchange of India Limited
11. Paid-up Capital:	₹129.31 Cr
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. Amit Bhasin Designation: Chief Legal Officer and General Counsel Email Id: amit.bhasin@marico.com
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together):	The financial information presented in this report pertains to Marico Limited ("Marico" or "Company") on a standalone basis. The non-financial disclosures are limited to Marico's India operations, unless otherwise specified at relevant sections.

II. Products & Services

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

S. no.	Description of main activity	Description of business activity	Percentage turnover of the entity
1	Fast moving consumer goods	Foods, skincare, hair care and personal care	100%

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	Edible Oil	10402	60%
2	Packaged Foods (Cereals)	10616	5%
3	Personal care	20236	26%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	7	5	12
International	6	10	16

17. Markets served by the entity:

A. Number of Locations

Locations	Number
National (No. of States)	All states & UT
International (No. of Countries)	49

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

4%

C. A brief on types of customers

Marico is one of India's leading consumer products companies in the global beauty and wellness space. It operates in product categories such as Coconut Oil, Refined Edible Oils, Value Added Hair Oils, Leave-in Hair Conditioners, Male Grooming and Packaged Foods, among others. Marico's product portfolio caters to a diverse range of consumer needs and preferences, ranging from hair nourishment and styling to nutrition, immunity, and healthy snacking. Marico has a large distribution network of more than 7500 distributors covering over 5.6 million retail outlets across urban and rural India as well as strong presence across key Modern Trade chains and E-Commerce platforms. This network helps us reach out to more than 59,000 villages in India and almost every Indian town with population over 5,000. The backbone of the well-connected distribution channel which ensures availability of our products to consumers are the state-of-the-art facilities which includes 6 manufacturing facilities, 25 warehouses and 4 re-distribution centers.

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)
Employees						
1.	Permanent (D)	1741	1446	82.72%	295	17.28%
2.	Other than Permanent (E)	15	6	53.85%	9	60%
3.	Total employees (D + E)	1756	1452	82.78%	304	17.64%
Workers						
4.	Permanent (F)	65	65	100.00%	0	0%
5.	Other than Permanent (G)	0	0	0%	0	0%
6.	Total workers (F + G)	65	65	100.00%	0	0%

(b) Differently abled Employees and workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently abled employees						
1.	Permanent (D)	13	8	61.5%	5	38.5%
2.	Other than Permanent (E)	1	1	100%	0	0
3.	Total differently abled employees (D+E)	14	9	64.3%	5	35.7%
Differently abled workers						
4.	Permanent (F)	0	0	0%	NA	NA
5.	Other than permanent (G)	0	0	0%	NA	NA
6.	Total differently abled workers (F+G)	0	0	0%	NA	NA

19. Participation/Inclusion/Representation of women

Description	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	11	3	27%
Key Management Personnel	3	0	0%

20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

S. No	Description	FY23			FY22			FY21		
		Male	Female	Total	Male	Female	Total	Male	Female	Total
1	Permanent employees	16.29%	15.91%	16.23%	17.27%	15.89%	17.06%	12.48%	14.10%	12.71%
2	Permanent Workers	0%	0%	0%	1.5%	0%	1.5%	1.5%	0%	1.5%

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 (A)	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	Marico Bangladesh Limited (MBL)	Subsidiary	90%	No
2	MBL Industries Limited	Subsidiary	100%	No
3	Marico Middle East FZE	Subsidiary	100%	No
4	MEL Consumer Care SAE	Subsidiary	100%	No
5	Egyptian American Company for Investment and Industrial Development SAE	Subsidiary	100%	No
6	Marico South Africa (Pty) Limited	Subsidiary	100%	No
7	Marico South Africa Consumer Care (Pty) Limited	Subsidiary	100%	No
8	Marico Egypt for industries SAE	Subsidiary	100%	No
9	Marico for Consumer Care Products SAE	Subsidiary	100%	No
10	Marico Malaysia Sdn.Bhd	Subsidiary	100%	No

S. no.	Name of the holding / subsidiary / associate companies / joint ventures (A)	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)
11	Marico South East Asia Corporation	Subsidiary	100%	No
12	Marico Innovation Foundation	Subsidiary	100%	Yes
13	Parachute Kalpvriksha Foundation	Subsidiary	100%	Yes
14	Marico Lanka (Private) Limited	Subsidiary	100%	No
15	Zed Lifestyle Pvt. Ltd.	Subsidiary	100%	No
16	Apcos Naturals Pvt Ltd.	Subsidiary	60%	No
17	Marico Gulf LLC.	Subsidiary	100%	No
18	HW Wellness Solutions Private Limited.	Subsidiary	53.98%	No
19	Beauty X Joint Stock Company	Subsidiary	100%	No

VI. CSR Details

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

22. (ii) Turnover (in ₹) - 74,77,80,72,999

22. (iii) Net worth (in ₹) - 36,74,24,16,042

VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct. (Information required for all the stakeholder groups separately)

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY23			FY22		
		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	Remarks
Communities	Yes https://marico.com/india/contact-us/query-form	0	0	-	0	0	-
Investors (other than shareholders)	Yes https://marico.com/india/investors/investor-relations-grievances	0	0	-	0	0	-
Shareholders	Yes https://marico.com/india/investors/investor-relations-grievances	27	0	-	30	0	-

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY23			FY22		
		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	Remarks
Employees and workers	Yes https://sustainability.marico.com/pdfs/Marico-Code-of-Conduct.pdf	16	4	Cases reported in Q4 were pending resolution in March'23 (end of the year)	6	0	-
Customers / Consumer	Yes https://marico.com/contact-us/location-address	66	0	-	102	0	-
Value Chain Partners	Yes https://sustainability.marico.com/pdfs/Marico-Code-of-Conduct.pdf	3	0	-	4	-	-
Other (please specify) - Channel Partners	-	Nil	Nil	-	Nil	Nil	-

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.

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	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Climate Change	R & O	<p>Risk:</p> <ul style="list-style-type: none"> Marico relies on agricultural produce for raw material sourcing. Climate change related events such as draught, flooding, change in weather patterns can have adverse impact on agricultural productivity and thus, affect raw material availability. Marico's manufacturing facilities and associated value chains could be vulnerable to disruptions from climate change-related extreme weather events. <p>Turning Risk into opportunity: Minimisation of environmental footprint from operations; enhanced fuel, energy, and cost savings</p>	<ul style="list-style-type: none"> Reduction in direct and indirect GHG emissions through: <ul style="list-style-type: none"> Investment in low-carbon technologies Increase in share of renewable and clean energy. Carbon sequestration through afforestation. Mapping of physical climate risks across agriculture-value chain 	<p>Negative Implications due to climate related impacts on raw material availability and operations</p> <p>Positive implications due to opportunities for innovations for climate resilient agriculture and innovations for low carbon solutions.</p> <p>Marico's energy intensity per rupee of turnover has reduced from 25 GJ/Crore in FY22 to 24.4 GJ/Crore in FY23.</p>

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	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Agricultural productivity	R & O	<p>Risk: Agriculture is a major source of raw materials for Marico's products, including food, personal care, and household products. Therefore, any disruption in the agricultural sector can potentially lead to supply chain disruptions, higher costs, and ultimately affect the profitability of the company.</p> <p>Turning Risk into opportunity:</p> <ul style="list-style-type: none"> Establishing traceability of agro-based raw materials directly from the source of origin Boosting productivity and livelihood generation for farmers by deploying sustainable agricultural techniques 	<ul style="list-style-type: none"> Promotion of sustainable agricultural practices for farmers to adapt to environmental risks. Diversification of supplier portfolio Enhanced direct engagement with critical suppliers 	<p>Negative Implications as reductions in agricultural productivity can result in price volatility for agricultural commodities leading to increased costs for the company and may result in higher prices for consumers, which can impact demand for their products.</p> <p>Positive Implications due to opportunities for sustainable agricultural practices and enhancing supply chain traceability for critical raw materials.</p>
3	Plastic Waste Management	R & O	<p>Risk: Plastic waste management has become a critical issue in recent years due to its adverse impact on the environment. We, at Marico, understand the criticality of taking actions to reduce the plastic waste footprint of the company.</p> <p>However, the process of plastic waste management can incur an increase in the operations costs which include compliance costs (obtaining licenses, permits, and certifications), packaging costs (R&D, product testing, and design changes), plastic waste collection and disposal costs, and supply chain costs (higher costs for sourcing raw materials, transportation, and logistics).</p> <p>To comply with extended producer's responsibility, Marico must ensure collection, recycling, co-processing, and safe disposal of pre- and post-consumer plastic waste. This can lead to increase in cost of operations.</p>	<ul style="list-style-type: none"> Dematerialisation in packaging Use of recycled as well as recyclable plastic materials in packaging. 100% compliance to Extended Producer Responsibility (EPR) framework to ensure collection, proper recycling/co-processing, and environmentally safe disposal of pre- and postconsumer plastic waste. Dematerialisation in packaging Use of recycled as well as recyclable plastic materials in packaging. 100% compliance to Extended Producer Responsibility (EPR) framework to ensure collection, proper recycling/co-processing, and environmentally safe disposal of pre- and postconsumer plastic waste. 	<p>Negative Implications as Handling and disposing of plastic waste can be costly, particularly if the company needs to invest in additional waste management infrastructure or technologies.</p> <p>Positive Implications due to opportunities for product innovation and creation of circular business models.</p>
			<p>Turning Risk into opportunity:</p> <ul style="list-style-type: none"> Creation of sustainable packaging portfolio based on circularity principles Minimisation of products' emissions footprint, thus reducing the overall Scope 3 emission intensity Active participation in promoting circular economy principles within sectoral and market dynamics 		

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	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Freshwater Availability	R & O	<p>Risk: Marico relies on water-intensive raw materials and manufacturing processes which might be located in regions where water scarcity is a major concern.</p> <p>Water shortages can lead to supply chain disruptions, crop failures, and increased production costs for the company, which can ultimately impact the availability and price of goods for consumers.</p> <p>Turning Risk into opportunity:</p> <ul style="list-style-type: none"> Rejuvenation of water balance in the ecosystem through replenishment of reserves in areas of water stress Reduced dependence on freshwater sources by switching to stored rainwater within facilities to meet process-related requirements, and recycling effluents for industrial and domestic consumption 	<ul style="list-style-type: none"> Source water vulnerability assessment for all operations (using scientific tools and methods) to identify water stress quotients near Marico's manufacturing footprint. Replenishment of equivalent volumes of water as consumed in operations, through various capacity creation measures that benefit local community and agriculture Installation of water efficient measures, rainwater storage units and technological upgrades across commercial and operational premises Integrating zero liquid discharge principles 	<p>Negative implications as water scarcity can lead to increased costs for the company due to investments in water-saving technologies or switch to alternative, more expensive water sources. This can lead to reduced profitability and increased product prices for consumers.</p> <p>Positive implications due to opportunities for watershed development and freshwater demand management. Marico has created 292 Crore litres of water capacity for communities equivalent to more than 2.5 times of the water consumption in Marico's operations. Water intensity per rupee of turnover has reduced to 16.06 in FY23 compared to 16.43 in FY22.</p>
5	Product safety	R & O	<p>Risk: Products that are not safe for consumption or use can pose significant health risks to consumers. This can result in product recalls, regulatory penalties, and reputational damage.</p> <p>Marico need to uphold highest levels of product safety standards in food products as well as personal care products to prevent any potential harms to consumers.</p> <p>Turning Risk into opportunity:</p> <ul style="list-style-type: none"> Improvement in environmental and social footprint of products Establishment of traceability Ensuring 100% compliance with world-class quality and safety norms 	<p>Conducting Product Sustainability Assessments for top product SKUs (by revenue) to measure product quality, ingredient safety, and product environmental footprint across lifecycle, and certify products on internal standards</p>	<p>Negative implication as product recalls from the market can result in significant costs, including the cost of product replacement, disposal, and potential legal fees.</p> <p>Positive implications due to opportunities for consumer centric product innovation</p>
6	Talent acquisition and retention	O	<ul style="list-style-type: none"> Investing in 'hiring right', 'talent development and engagement' program helps attract and retain top talent. Socially inclusive and responsible work culture that leads with ethics, ownership, and trust improves employee's productivity. 		<p>Positive implications as effective talent acquisition and retention strategies, will improve employee turnover rate, attract new talent, and overall enhance company's human capital</p>

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	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7	Employee health safety and well being	R & O	<p>Risk: Employees can face workplace hazards leading to Injuries and illnesses can result in increased medical costs, lost productivity, and legal liabilities. Additionally, poor employee health and well-being can result in increased absenteeism and turnover rates.</p> <p>Turning Risk into opportunity:</p> <ul style="list-style-type: none"> Risk-free operations and improved productivity Building a safe and sustainable working environment to boost employee motivation 	<ul style="list-style-type: none"> Focus on reducing risk exposure and enhancement of mitigation practices across facilities through training, monitoring, and implementation of safe practices Driving employee engagement and wellbeing programmes for better mental health and stress-free life 	<p>Negative implication as any workplace health and safety concerns can negative impact employee productivity.</p> <p>Positive implications due to opportunities for enhance employee engagement.</p>
8	Health & Nutrition	O	Food products as well as personal care products made from healthier ingredients can promote healthy lifestyle for the consumers.	-	Positive Implications due to opportunities for positive impact on the community
9	Supply chain disruptions	R & O	<p>Risk: Marico relies on a complex network of suppliers, manufacturers, and distributors to produce and deliver their products to customers. Disruptions to any part of the supply chain can result in production delays and inventory shortages.</p> <p>Turning Risk into opportunity:</p> <ul style="list-style-type: none"> Adoption of responsible business practices across value chain Promotion of local, indigenous produce that has a significantly lower environmental footprint 	<ul style="list-style-type: none"> Promoting local procurement Implementation of responsible sourcing framework 'Samyut' for critical suppliers - raw material, packaging material suppliers, depots and warehouses, third party manufacturing units Advocating business ethics and human rights principles through trainings and business communications for all suppliers to help them imbibe human rights principles in their operations 	<p>Negative implication as production delays can lead to increased costs and decreased revenue.</p> <p>Supply chain disruption can increase costs if the company is forced to source materials or products from alternative suppliers or manufacturers.</p> <p>Positive implications due to opportunities for enhanced engaged with suppliers and promotion of use of local, indigenous raw materials.</p>

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements

Policy and management processes

Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1a. 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
1b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1c. Web Link of the Policies, if available*	<ol style="list-style-type: none"> Anti-bribery & Anti-corruption Policy Code of Conduct Environment Policy Product Stewardship Policy Occupational Health & safety Policy Human Rights Policy POSH Policy Equal Opportunity Policy Responsible Sourcing Policy Responsible Marketing Policy CSR Policy ISMS Policy 								
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, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<ol style="list-style-type: none"> Policies are aligned with International Standards like ISO 14001: Environment Management System, OHSAS 18001/ISO 45001: Occupational Health and Safety Management Systems, SA 8000: Social Accountability, and FSSC 22000/ISO 22000/HACCP: Food Safety Management System. We have also ensured adherence to applicable laws and international standards like Global reporting initiative (GRI), IIRC, CDP, ILO, UNSDG etc. Administrative and factory building are designed as per "Green building codes of IGBC". Our non-financial data is assured by DNV based on International Standard on Assurance Engagements 3000 (ISAE 3000). 								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	<p>Marico declared sustainability focus areas and related targets in FY17 covering climate change, water, responsible sourcing, circular economy and social commitments. Company has achieved phase 1 targets for all these focus areas in year ended with Mar 31, 2022. Considering the changing environment and expectations from leading corporates, we deliberated the need to review the focus areas and add new challenging and relevant goals. We have launched the Marico ESG 2.0 framework, which serves as a launchpad to the next Decade of Action (2030). The eight focus areas that will top the agenda are -</p> <ol style="list-style-type: none"> Climate Change: Achieve "Net Zero emissions" in global operations and mitigate value chain climate impact in-line with the 1.50 scenario Water Stewardship : Become a 'water steward' organization by creating water availability to community and ensure water neutral operations Circular Economy : Minimize environmental impact of plastics through out their life cycle through 100% recyclable or reusable plastic and usage of PCR Responsible Sourcing : Promotion & support adoption of responsible practices throughout the supply chain through certification for critical suppliers: 100% for Level-1 and 50% for Level-2 								

Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Brands with Purpose: Make a difference to our stakeholders by driving 5 purposeful brand programs									
6. Inclusion and Diversity: Create an inclusive & diverse culture and work environment									
7. Sustainable Agriculture: Boost economic self-sufficiency of farmers by improving the productivity of their farms									
8. Corporate Governance: Ensuring Corporate governance by practicing ethical business practices and robust risk mitigation.									
Further details are given in Integrated Annual Report.									
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.									
	No.	Goal / Focus area	Achievement						
	1	Climate change	1. Reduction in GHG emissions intensity : 77% (Against FY13 baseline) 2. Renewable energy share : 66% 3. Carbon neutral units : 01 4. Green building : 04						
	2	Water Stewardship	1. Operational water footprint offset through rain-water potential creation : 100% 2. Rain-water conservation potential created : 292 Cr Litre 3. Rainwater collected and used in operations : 5410 KL 4. Recycling and usage of effluent in operations : 100%						
	3	Circular economy	1. Recyclable packaging material share : 94% 2. Recycled plastic (PCR) : 2 Successful projects with 10% - 20% PCR 3. EPR compliance : 100%						
	4	Responsible sourcing	1. Critical business associates certified for Level 1 : 68% 2. Critical business associates certified for Level 2 : 8%						
	5	Brands with purpose	1. Parachute brand is committed for driving sustainable agriculture and helping coconut farmers with scientific farming practices to improve productivity. 2. Nihar is committed for helping under privileged children in education and has benefitted 11 Lac children and 2.74 Lac teachers						
	6	Inclusion and diversity	1. Diversity: 26.8% 2. Inclusion index: 82.5						
	7	Sustainable agriculture	1. No. of farmers enrolled : 81000						
	8	Corporate governance	1. Code of conduct certification (employees): 100% 2. Critical vendors awareness creation about "Code of business ethics" : 100% (Material procurement)						

*Links to policies is in the table below:

Policies	Links
1. Anti-bribery & Anti-corruption Policy	https://sustainability.marico.com/pdfs/Anti-Bribery-Anti-Corruption-Policy.pdf
2. Code of Conduct	https://sustainability.marico.com/pdfs/Marico-Code-of-Conduct.pdf
3. Environment Policy	https://sustainability.marico.com/pdfs/Environment%20Policy.pdf
4. Product Stewardship Policy	https://sustainability.marico.com/pdfs/Product%20stewardship%20policy.pdf
5. Occupational Health & safety Policy	https://sustainability.marico.com/pdfs/Occupational%20Health%20&%20Safety%20policy.pdf
6. Human Rights Policy	https://sustainability.marico.com/pdfs/Human%20rights%20Policy.pdf
7. POSH Policy	https://sustainability.marico.com/pdfs/Marico-PoSH-Policy.pdf
8. Equal Opportunity Policy	https://sustainability.marico.com/pdfs/Equal%20opportunity%20policy.pdf
9. Responsible Sourcing Policy	https://sustainability.marico.com/pdfs/Responsible%20Sourcing%20Policy.pdf
10. Responsible Marketing Policy	https://sustainability.marico.com/policies-and-positions
11. CSR Policy	https://sustainability.marico.com/pdfs/Corporate_Social_Responsibility_Policy.pdf
12. ISMS Policy	https://sustainability.marico.com/pdfs/Marico-IT-Policy.pdf

Governance, leadership and oversight

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

Please refer to MD's statement in the Integrated Annual Report, Pg. No. 12

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Managing Director & CEO is the Director responsible for ensuring the business responsibility/ sustainability activities of the Company. The Sustainability Committee is chaired by the Chief Legal Officer & Group General Counsel and comprises three more senior officials, who assist the MD & CEO in driving the sustainability agenda.

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.

Marico has a "Sustainability committee" constituted by board responsible for strategy and decision making on sustainability related issues.

Details of the composition of Sustainability Committee have been provided as part of the Corporate Governance Report. Further, the Board of Directors periodically discusses ESG/Sustainability matters as part of its meetings.

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)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Six monthly								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Six monthly								

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.

	P1	P2	P3	P4	P5	P6	P7	P8	P9
Yes. Following independent assessment have been carried out –									
1. ISO 14001 and ISO 45001 standards by Intertek and Bureau Veritas									
2. CSR programs (Education, Skill development, Watershed, Sustainable Agriculture & Livelihood) by Research Triangle Institute (RTI International)									
3. Complaint Handling Process by DNV GL for the ISO 10002:2018 Standard.									
4. Environmental performance (Energy, emissions, water, waste) data assurance by "DNV business assurance India Pvt Ltd"									
5. Governance and risk management in internal processes is audited by Deloitte.									

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

	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									Not applicable
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									Not applicable
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									Not applicable
It is planned to be done in the next Financial Year (Yes/No)									Not applicable
Any other reason (please specify)									Not applicable

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 impacts	%age of persons in respective category covered by the awareness programmes
Board of Directors	5	As part of familiarisation programmes and discussions during meetings, specific sessions are organized for Board Members with the Executive Management Team/ KMPs to provide an in-depth perspective and insights regarding business, innovation, ESG, CSR, human capital management, culture, Go-to-Market strategies, technology, compliance and governance, code of conduct, insider trading, POSH, etc.	100%
Key Managerial Personnel , Employees other than BoD and KMPs, Workers	23	Code of Conduct, Insider Trading, POSH, Production process, Safety & health, Sustainability, Commercial and legal compliance, Generic competency and soft skills, Stakeholder management, Operational procedures	100%

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 the Financial Year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website):

Monetary				
NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial Institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine Settlement Compounding fee	There were no material fines or penalties, or any such fees paid by Marico in FY23.			

Non-Monetary			
NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment Punishment	There were no material fines or penalties, or any such fees paid by Marico in FY23.		

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.

There were no material fines or penalties, or any such fees paid by Marico in FY23.

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.

Marico has an anti-corruption and anti-bribery policy. The underlying philosophy of this Policy is to conduct business in an ethical manner as well as to create a work environment that is conducive to members and associates alike, based on our values and beliefs. The Company discourages bribery and corruption in any form. The policy highlights our responsibilities to be compliant to the anti-corruption laws and to combat corruption risks.

The policy document can be accessed at the following webpage.

<https://sustainability.marico.com/pdfs/Anti-Bribery-Anti-Corruption-Policy.pdf>

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

Particulars	FY23	FY22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6 : Details of complaints with regards to conflict of interest

Description	FY23		FY22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

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 programs conducted for value chain partners on any of the principles during the Financial Year:

Total number of awareness program held	Topics/Principles covered under training	% of value chain partners covered (by value of business done with such partners) under the awareness program
01	Marico code of business ethics covering business ethics, legal compliance, prohibition of corruption and Bribery, labor, human rights, health and safety, environment protection. Online training content was accessed by 104 business associates.	The training module was extended to all critical business associates related to raw materials and packaging materials. Vendors representing 69% of procurement by spend, participated in the training session.
01	1. Marico business and procurement overview 2. Marico code of business ethics 3. Quality assurance 4. Sustainability at Marico	Vendors covering more 25% of procurement by spend attended the session.
26	Quality assurance	More than 17% of vendors by procurement spend have participated in quality trainings related to raw materials (Copra).
04	Safety, Health & environment	<ul style="list-style-type: none"> 100% of the Warehouse partners 100% of the Third-party Manufacturing partners
03	Quality assurance	80% of vendors providing primary packaging material to Marico, participated in the training.

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.

Conflict of interest provisions are embedded as part of Marico's Code of Conduct, which also applies to members of the Board. Quarterly affirmation is obtained from Directors on compliance with the code of conduct. Further, the Audit Committee jointly with the Nomination and Remuneration Committee, reviews matters pertaining to the Code of Conduct on a quarterly basis.

Directors provide annual/periodic disclosures of the entities in which they are interested and nature of their relationship. Transactions with the Board Members or any entity in which such Board Members are concerned or interested are required to be approved by the Audit Committee (related party transactions). In such matters, interested Directors disclose their interest and refrain from participating in discussions as part of the Board process. In addition, Code of Independent directors is applicable to the independent directors which inter alia contains guidelines pertaining to avoidance of conflict of interest.

Code of Conduct- <https://sustainability.marico.com/pdfs/Marico-Code-of-Conduct.pdf>

Policy on Related Party Transactions - https://sustainability.marico.com/pdfs/Policy_on_Related_Party_Transactions.pdf

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.

	FY23	FY22	Details of improvements in environmental and social impacts
R&D			Our products are designed to address specific needs of consumers or to offer healthy & wellness solutions. R&D spend is related to development of new product or improving current products. Hence, apart from administrative expenses (approximately 30%), all other R&D expenses are related to improving social impact of products.
Capex	32%	44%	<ol style="list-style-type: none"> Low carbon technology and equipment Renewable energy infrastructure

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

Yes.

Marico has Responsible Sourcing Policy applicable to our suppliers, business associates, and sub-contractors including raw material suppliers, packaging material suppliers, logistic and transportation partners, warehouse, and depot associates, third party manufacturers and service providers.

The policy document can be accessed at the following weblink: <https://sustainability.marico.com/pdfs/Responsible%20Sourcing%20Policy.pdf>

If yes, what percentage of inputs were sourced sustainably?

In FY23, 94% of our procurement by spends were from within India. 45% of the materials (by procurement spend) were sourced from suppliers that have received Level-1 certification under Samyut Framework.

Details on Samyut framework and criteria are given in Integrated Annual Report.

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.

Marico manufactures products in the foods and cosmetics sector largely and therefore, products are generally used or consumed by customers. We do not reclaim post-consumer products and packaging.

We have established a process to reclaim products within our supply chain upon expiry, leakage, or transport damage. We ensure that the products and packaging are recycled or disposed of in an environmentally safe manner. Robust waste management systems in our value chain and at our facilities ensure accounting for each type of waste. We ensure that all waste is processed through CPCB/SPCB approved vendors and appropriate channels.

- (a) As mentioned above, plastics and other packaging materials are recycled or safely disposed of by waste management agencies authorized by Central Pollution Control Board (CPCB).
- (b), (c) & (d) Marico’s products & packaging does not include E-waste and Hazardous wastes. However, these wastes are generated in operations and are disposed of by the waste management agencies authorized by Central Pollution Control Board (CPCB).

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.

In line with the Plastic Waste Management (PWM) Rules and the national guidelines on Extended Producer Responsibility (EPR), Marico has partnered with authorized Waste Management Agencies for collection, recycling, co-processing, and safe disposal of pre & post-consumer waste. Marico is registered as a Producer and Brand Owner as per the PWM Rules. Through EPR, we have completed collection and safe disposal of 18,584 MT of post-consumer waste in FY23.

We have appointed a competent external agency to monitor the timely achievement of our EPR targets, and to ensure that handling, recycling, disposing, and documentation processes of our waste management agencies (WMAs), are in line with government norms.

In FY22-23, Marico, conducted an independent third-party audit for selected waste management agencies to verify their adherence to the PWM rules.

Leadership indicators

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

We have conducted Life Cycle Assessment of majority of our products to ascertain their impact on environment. This assessment has helped us to undertake various projects to reduce the impact as well as provide inputs for designing new products.

NIC Code	Name of product/service	Percentage of total turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)
10402	Other vegetable oils (10 products)	64.59%	Cradle to grave	Yes
10616	Cereal breakfast foods (3 products)	6.70%	Cradle to grave	Yes
20236	Hair oils (17 products)	7.03%	Cradle to grave	Yes

Results were used for internal purpose and not communicated in public domain.

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.

Marico carried out LCA of 31 products including edible oil, foods and hair oil product portfolio. The assessment results did not reveal any significant negative environmental or social impact or risk arising from the products assessed. We have used the life cycle assessment results to identify actions to reduce product carbon footprint (PCF).

3 : Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or reuse input material to total material	
	FY23	FY22
Recycled plastics (LDPE)	2.7% of LDPE	4.5% of LDPE
Recycled plastics (PET)	3% of PET	Less than 1% of PET (By volume)

Marico has started using recycled plastic for its products in primary and secondary packaging. We have completed 2 projects successfully by using recycled plastic from 10%-20%. Overall, recycled plastic share stands at 0.58% for FY23.

Principle 3 Businesses should respect and promote the well-being of all employees, including those in their value chains.

Essential indicators

1 : a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Employees											
Male	1446	1446	100%	1446	100%	0	0%	1446	100%	1446	100%
Female	295	295	100%	295	100%	295	100%	0	0%	295	100%
Total	1741	1741	100%	1741	100%	295	100%	1446	100%	1741	100%
Other than Permanent Employees											
Male	6	6	100%	0	0%	0	0%	0	0%	0	0%
Female	9	5	55.5%	0	0%	0	0%	0	0%	0	0%
Total	15	11	73.3%	0	0%	0	0%	0	0%	0	0%

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Workers											
Male	65	65	100%	65	100%	NA	NA	65	100%	65	100%
Female	0	0	0%	0	0%	NA	NA	0	0%	0	0%
Total	65	65	100%	65	100%	NA	NA	65	100%	65	100%
Other than Permanent Workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Benefits	FY23			FY22		
	No. of Employees covered as a % of total employees	No. of Workers covered as a % of total workers	Deducted and deposited with authority (Y/N/NA)	No. of Employees covered as a % of total employees	No. of Workers covered as a % of total workers	Deducted and deposited with authority (Y/N/NA)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	4%	0%	Yes	8.5%	0%	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? If not, whether any steps are being taken by the entity in this regard.

Marico is committed to create an inclusive and barrier free environment to enable effective participation of Persons with Disabilities (PwDs). Accessible washroom is available at Corporate office, as well as some of our plant locations. The manufacturing facility at Sanand has preferred parking space, easy access to the main entrance, uniformity in floor levels and ramps with handrails also.

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.

We have an equal opportunity policy published on our website.

The policy document can be accessed at the following weblink.

<https://sustainability.marico.com/pdfs/Equal%20opportunity%20policy.pdf>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	95.94%	Facility is available to workers also.	
Female	100%	100%	However, no parental leave availed by	
Total	100%	96.20%	permanent workers in the last three years.	

6 : Is there a mechanism available to receive and redress grievances for the following categories of employees and workmen? If yes, please name the mechanism.

Yes/No	(If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes. Marico Code of Conduct details the grievance procedures applicable to all members of Marico. Apart from Code of Conduct, manufacturing facilities have safety committee and safety council where grievances can be received and redressed.
Other than Permanent Workers	Yes. Marico Code of Conduct details the grievance procedures applicable to all members of Marico. Concerned people can reach out to the designated Single Point of Contact (SPoC).
Permanent Employees	Yes, <ul style="list-style-type: none"> Marico Code of Conduct details the grievance procedures applicable to all members of Marico. At plant level, we have independent processes to capture feedback, suggestions and grievance, through regular Business HR connects, townhalls, open house, drop boxes, floor connects, skip level discussions etc. Centrally, we conduct periodic pulse surveys through an online platform called Glint to capture issues and concerns in the form of engagement drivers. Based on all inputs, we take corrective actions and address concerns either at a unit level or at an individual level. We have a central CoC committee and grievance redressal mechanism defined and communicated to all members which addresses cases regularly. We also have an internal database management system where cases / complaints are logged. These are reported, discussed and the investigation, report findings are shared with the vigil committee. In addition to this, there are periodic audits conducted as well.
Other than Permanent Employees	Yes, Marico Code of Conduct details the grievance procedures applicable to all members of Marico. concerned persons can reach out to the designated Single Point of Contact (SPoC).

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

Category	FY23			FY22		
	Total employees/workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees /workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total Permanent Workers	65	60	92%	66	63	95%
Male	65	60	92%	66	63	95%
Female	0	0	0%	0	0	0%

8 : Details of training given to employees and workers:

Category	FY23					FY22				
	Total (A)	On Health and safety measures		On Skill Upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No.(C)	%(C/A)		No. (E)	% (E/D)	No. (F)	%(F/D)
Employees										
Male	1446	1446	100%	1446	100%	1386	1386	100%	1386	100%
Female	295	295	100%	295	100%	267	267	100%	267	100%
Total	1741	1741	100%	1741	100%	1653	1653	100%	1653	100%
Workers										
Male	65	65	100%	65	100%	66	66	100%	66	100%
Female	0	0	100%	0	0	0	0	0	0	0%
Total	65	65	100%	65	100%	66	66	100%	0	0

9: Details of performance and career development reviews of employees and worker:

Category	FY23			FY22		
	Total (A)	No.(B)	%(B/A)	Total (C)	No.(D)	%(D/C)
Employees						
Male	1438	1330	92.5%	1392	1257	90%
Female	295	260	88.1%	267	238	89%
Total	1733	1590	91.7%	1659	1495	90%
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

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

Yes.

Health & Safety Management systems have been extensively implemented at Marico. Marico has a Occupational Health & Safety Policy which forms the heart of the system. All Marico owned factories are ISO 14001 and ISO 45001 certified. Each facility has a Safety Health and Environment (SHE) Management Committee, headed by Works Head, and includes departmental heads, which drives the SHE governance mechanism at the facility and reviews the monthly SHE performance of the facility. These committees include not only the employees but is also adequately represented by workers through the contractors. This has helped us develop a positive safety culture across the organizational footprint which has in turn enhanced our efficiency and productivity.

At the corporate head office, a dedicated team monitors, guides and assists the facilities in the implementation of Safety, Health, and Environment systems. Considering health and safety vulnerabilities in our supply chain, we have established SHE systems at our depots and third-party manufacturers as well. Each depot and third-party manufacturing location have identified a person to drive the SHE systems at their respective location. Monthly reviews are conducted to review the SHE performance of these entities. External agencies are appointed to conduct annual audits to verify and improve upon the existing health and safety practices at depots and third-party manufacturing units.

10 : (b). Health and safety management system: What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

At the factory level, robust systems such as Hazard Identification & Risk Assessment, Work Permit system, training, toolbox talks, etc., ensure that all routine & non-routine activities are assessed at defined frequencies to reduce the risks involved in the jobs. All incidents are investigated to derive meaningful insights and identified corrective and preventive actions are implemented within the stipulated time frames across all our sites to prevent a similar mishap in future. Internal and External audits are conducted all through the year which further brings about site improvements and eliminates or minimizes the hazards.

Occupational Health & Safety systems at business associates:

Every business associate is expected to follow health and safety guidelines covered under Responsible Sourcing Guidelines of Marico and qualify a set of critical SHE criterion to continue their associations with Marico. Training on Safety and health is conducted through corporate teams as well as external agencies. Standard processes of Hazard Identification, Work Permit systems, etc are followed at these facilities as well. Safety systems at business associates are verified during audits conducted by third party agencies.

10 : (c). Health and safety management system: Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes. All workers and contract labour engaged in Marico facilities are trained before they commence their jobs. Emphasis is laid on safety training and it is ensured that no untrained workforce is carrying out jobs, be it routine or non-routine. Workers have different avenues to raise their concerns on SHE related matters. Every factory has a robust "Near Miss & Safety Observation Reporting system". Further, if the worker foresees hazards or is uncomfortable in carrying out the job, he or she is free to recuse himself/herself from the job. He/she can raise concerns to his supervisor and further escalate it to the plant management through the Safety officer or HR officer of the plant. Grievance redressal systems are also available at the plants where the worker can further raise the issues anonymously.

Marico has Safety, health and environmental council which has representation from all stakeholders in factory. Anyone can raise their concern in council meeting. All concerns are addressed with necessary actions.

10 : (d). Health and safety management system: Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes. Every Marico factory either has a tie-up with a hospital/ doctor or has a Health Centre located inside the facility. Further, all employees must undergo a pre-employment medical health check-up. Regular medical check-up camps are organized by factories at defined frequencies. All employees are covered through appropriate medical insurance provided by the organization and all contract workers are provided insurance through their contractors. Workers also have access to medical facilities like ESIC.

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

Safety Incident/Number	Category	FY23	FY22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers*	0.425	0.530
Total recordable work-related injuries	Employees	0	0
	Workers*	2	2
No. of fatalities	Employees	0	0
	Workers*	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers*	0	0

* Includes contract labour

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

Marico has devised various policies & guidelines with the intent to make the workplace a safe and healthy place. Policies such as Occupational Health & Safety Policy, Leave Policy, Flexible Working Policy, etc. help in creating a balanced workplace. Marico takes pride in paying special interest to the Health & Wellbeing of members and provides various benefits such as Member Assistance Programs, Wellness packages for new parents, Health check-ups, etc. Programs are also targeted towards the fitness of members by organizing events around Yoga, Nutrition & Diet, Fitness Challenge Events. The importance given to Safety reflects through multiple facets in the organization. Measures such as mandatory safety training for everyone throughout the organization, leadership talks through the management etc help inculcate the culture around Safety. Safety committee meetings, regular internal as well as third party audits, Risk Assessment procedures, In-depth incident investigations also help in minimizing exposure to hazards in the workplace. Multiple events & drives are conducted across plants such as National Safety Week, Electrical Safety Improvement Days, etc., all through the year to improve site conditions and minimize risks.

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

Benefits	FY23			FY22		
	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	3	0	-	4	0	-
Health & Safety	4	0	-	3	0	-

14 : Assessments for the year:

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

15 : Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Marico has a robust system of carrying out internal as well as external audits of its facilities. All incidents in Marico are investigated thoroughly with an intent to deploy corrective & preventive measures to avoid similar occurrences of incidents. Assessment has led to approximately 20 corrective actions covering changes in operating procedures, infrastructure improvement and machine guarding.

Leadership indicators

1 : Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N). ->

Yes, for both Employees and Workers. We provide Group Term Life Insurance & Employee Deposit Linked Insurance.

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

The Company ensures that statutory dues as payable by business associates for their employees are checked through a process of internal controls and periodic audits. The company also emphasizes labor law compliance requirements to its value chain partners as part of contract requirements and conducts periodic reviews.

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	
	FY23	FY22	FY23	FY22
Employees	0	0	0	0
Workers	0	0	0	0

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/ No)

Yes, transition assistance programs are provided to members on a case-to-case basis. This would largely depend on the skill set, expertise of the member, relevance of the role to the organization. In some cases, members are employed as consultants and work closely with us. In certain cases, there is restructuring of business / manufacturing units done, to facilitate transition of members to other units / teams depending on the role requirement and skillset fitment.

5 : Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed		
	Value chain partners - Manufacturing	Value chain partners - Warehousing	Raw material and packaging material suppliers*
Health and safety practices	100%	100%	42%
Working Conditions	100%	100%	42%

* Through responsible sourcing program

Around 80.6% of vendors/partners were assessed in value chain.

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.

Safety & health assessment of warehousing partners & third-party contract manufacturing partners identified opportunities to improve electrical safety and material storage practices. Marico provided necessary technical support and ensured corrective actions.

Marico engages with its business associates on periodic basis to discuss safety, health and environment practices and provide necessary inputs.

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

Marico employs the Sustainability 2.0 framework to identify and prioritize its key stakeholder groups. This involves revisiting the engagement strategies with each group to ensure that their interventions are adding direct value in addressing the company's key needs over the short, medium, and long term. **The stakeholders are identified based on the value delivered to each of them, and Marico believes that by prioritizing their needs,** they can build symbiotic bonds with their stakeholders based on trust, resilience, agility, and responsible growth. As a result, Marico has developed a unique value proposition for each of their stakeholders based on their significance to the company.

Stakeholder identified	Unique value proposition	Significance
Consumers	Delight	Consumers are a key stakeholder of Marico, as the company is committed to bringing innovation to every aspect of its operations to meet consumer needs and expectations. The company places great emphasis on offering uncompromising quality, trusted brands, and product innovations that differentiate itself across both core and aspirational market segments. Additionally, Marico ensures that its products are available at the right time and price, further demonstrating the importance placed on consumer satisfaction. Overall, these efforts highlight the crucial role that consumers play in the success of Marico as a company.
Shareholders	Deliver	Marico prioritizes consistent value creation for its shareholders. This is achieved by focusing on strengthening the Company's core segments and achieving growth in niche markets through innovation and an entrepreneurial approach. The Company's potential to create value for shareholders is reflected in its unwavering focus on maximizing volumes, market share gains, and cost optimization, even in the face of pandemic-induced market slowdowns and macro headwinds that affect resource availability. Marico's wealth distribution philosophy aims at sharing its prosperity with its shareholders, through a formal earmarking/disbursement of profits to its shareholders. Towards this end, the Board has adopted a Dividend Distribution Policy (https://sustainability.marico.com/pdfs/Dividend_Distribution_Policy.pdf) which details various parameters based on which the Board may recommend or declare Dividend, Marico's dedication to shareholder value creation highlights the crucial role that shareholders play in the company's success, and the importance Marico places on delivering positive results for them.
Value chain partners	Include	Value chain partners are a key stakeholder of Marico, as the company believes that their mutual and inclusive growth is critical to its overall purpose of creating shared value. Marico strives to achieve this by maintaining a balance that meets the needs of its partners through continuous capacity enhancement drives, proactive engagement, and timely response strategies. The company recognizes that playing a significant role in the growth stories of its value chain partners is a crucial part of its mission to drive inclusive growth across its stakeholder ecosystem.
Employees	Empower	Marico places great emphasis on offering its employees a defined talent value proposition that challenges, enriches, and fulfills their aspirations as it identifies the crucial role that employees play in the company's operations and success. Marico strives to enable its human capital to maximize its true potential to make a difference by instilling values based on the principles of 'go beyond,' 'grow beyond,' and 'be the impact.' The company is committed to cultivating a culture of diversity, equality, and inclusion, which serves as the guiding principles for any initiative taken for its employees.

Stakeholder identified	Unique value proposition	Significance
Community	Nurture	Communities are a key stakeholder of Marico, as the company recognizes that they influence and inspire its existence. Marico strives to touch the lives of communities in every possible way to make a difference. The company is committed to safeguarding communities from socio-economic and health-related disruptions caused by the pandemic by maximizing its efforts to help them sustain and thrive in these changing times.
Government and regulators	Adhere	Marico recognizes that the government and regulators are a key stakeholder of the company, as they set and enforce compliance and regulatory mandates for its products and processes. As a responsible corporate citizen, Marico is committed to being a leading consumer goods company that meets and exceeds these mandates to ensure the safety and satisfaction of its customers.

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
Consumers	No	<ul style="list-style-type: none"> One-on-one interaction Consumer satisfaction survey Call centre/ Consumer Cell to track insights and feedback Digital platforms, social media handles 	Continuous	<p>Material needs:</p> <ul style="list-style-type: none"> Affordability, accessibility, quality, reliability, and safety Product innovation Enhancing health and nutritional quotient of products Minimisation of products' environmental footprint at each stage of the products' lifecycle <p>Key engagement objectives:</p> <ul style="list-style-type: none"> Develop relationships based on trust, loyalty, and social commitments. Understand the shift in preferences for innovation Create shared vision on environmental and social commitments
Shareholders	No	<ul style="list-style-type: none"> Marico's website and disclosure to stock exchanges Annual General Meeting Investor meetings and services Press releases Published results Newspaper advertisements 	Quarterly, Half-yearly, annually (Note: Financial calendar)	<p>Material needs:</p> <ul style="list-style-type: none"> Business resilience and agility Safeguarding value: lives, assets, & reputation Responsible growth and profitability Mainstreaming mitigation of ESG risks and maximising opportunities <p>Key engagement objectives:</p> <ul style="list-style-type: none"> Become a better investee company Create high shareholder value Communicate performance and future growth plans Understand concerns and expectations and redress grievances of shareholders in a timely manner

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
Value-Chain Partners	No	<ul style="list-style-type: none"> Periodic interactions (physical, telephone, mailer) Annual meets/events Training programmes and workshops 	Continuous	<p>Material needs:</p> <ul style="list-style-type: none"> Cost-benefit terms, payment modalities Quality expectations Supplier Code of Conduct Safety and operational risk management Harnessing the power of technology and data to provide traceability Commitments on responsible sourcing, circular economy, human rights, resource efficiency etc <p>Key engagement objectives:</p> <ul style="list-style-type: none"> - Sharing of mutual expectations and needs, especially regarding quality, cost and timely delivery - Capability building and growth plans - Sharing of best practices
Employees	No	<ul style="list-style-type: none"> Personal development programme Learning and development Engagement survey Organisation communication Health and wellness drives Social inclusion based townhalls on themes like diversity, inclusion, human rights, sustainability, CSR etc 	Continuous, Half-yearly, annually	<p>Material needs:</p> <ul style="list-style-type: none"> Career growth opportunities, compensation packages Capacity enhancement and competence building Leadership and people management Occupational health, safety, and wellbeing Diversity, Equality, and Inclusion Tech-based support for improving quality of outputs <p>Key engagement objectives:</p> <ul style="list-style-type: none"> - Communicating organisational vision, purpose, ethos and integrity. Clear understanding provided on the role of each member to help achieve the purpose and goals of the organisation. - Technical and functional training - Support career growth plan - Workplace needs and expectations - One-to-one consultations and counselling on health, wellness, and other daily challenges
Community	Few groups in community are identified and CSR programs are run for them	<ul style="list-style-type: none"> One-on-one interactions Field visits and trainings Digital platforms CSR and sustainability initiatives 	Continuous	<p>Material needs:</p> <ul style="list-style-type: none"> Health and Community welfare Enhancing socio-economic development and livelihood restoration Fostering social innovation that creates incremental value for communities Drive eco-conscious behaviour and lifestyles changes to improve sustainability footprint <p>Key engagement objectives:</p> <ul style="list-style-type: none"> - Maintain cordial relationship - Improve livelihood and create positive impact - Shared eco-system

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
Government & Regulators	No	<ul style="list-style-type: none"> Engagement in industry forums, trade associations, interest groups, sectoral associations, and scientific/R&D based thought leadership initiatives. Stakeholder consultations 	On need basis	<ul style="list-style-type: none"> Compliance, governance, and risk mitigation Product safety assurance Propelling social leadership and empowerment Safeguarding natural assets Adhering to all labour laws and ensuring implementation of human rights, safe and secure workplace and 100% adherence to ethical standards of work <p>Key engagement objectives:</p> <ul style="list-style-type: none"> - Understand compliance and applicable regulations - Collaborations on national agendas

Leadership indicators

1 : Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

Marico has a robust system in place for consultation between stakeholders and the Board on economic, environmental, and social topics. The Board at Marico, through Stakeholders' Relationship Committee and CSR committee, is actively involved in addressing stakeholders' queries in their annual general meetings and aligning its stakeholders' interests with the Company's CSR and sustainability initiatives/ practices. The scope of existing and new social value creation initiatives is worked out every year upon consultation with community representatives, and Leadership Team. In addition to this, the Sustainability Committee at Marico steers the sustainability initiatives of the Company and reviews the business responsibility and sustainability performance of the Company on an annual basis. Further, the consultation with the Board on key stakeholders is driven through different functions within Marico which are responsible for the respective stakeholders. The Board also engages with the management on long-term strategic issues such as growth strategies, innovation, sustainability initiatives & ESG, succession planning & human capital management, culture, go-to-market strategies, technology, etc. These insightful sessions allow the Board members to gain a better understanding of the business of the Company, and the senior management can solicit different perspectives from the Board.

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.

Stakeholder consultation has been used by Marico to support the identification and management of environmental and social topics. Marico has developed an Sustainability 2.0 framework, which includes a set of material issues developed with the intent of establishing a constantly evolving and monitoring strategy to strengthen the business's core purpose of making a difference to the planet and people who matter. The Sustainability 2.0 Materiality Model has been developed in consultation with stakeholders and encompasses more than 50 key performance issues that will be tracked and annually reported in Marico up to 2030. The input received from stakeholders on these topics was incorporated into policies and activities of the entity. Marico has outlined an extensive 8-point commitment to effect change around key focus areas such as Climate change, Water Stewardship, Responsible Sourcing (Samyut), Sustainable agriculture and boosting farmers' livelihoods, Inclusion and Diversity, and corporate governance. The company is also committed to leveraging this framework to capacitate its value chain partners in building resilient and sustainable business enterprises. Additionally, Marico will integrate people and planet-positive goals within

its overall talent attraction, retention, and engagement strategies to foster the culture of an ESG-first enterprise within its business ecosystem. For more details on the material needs and engagement objectives identified for each stakeholder along with the frequency and mode of stakeholder engagement, kindly refer to Principle 4 : Q2 under essential indicators.

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

We have identified a few stakeholders in the community as vulnerable/marginalized stakeholder group. The CSR team has identified their needs and is currently implementing CSR projects to provide benefits to the identifies stakeholders.

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	FY23			FY22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	1741	1741	100%	1653	1653	100%
Other than permanent	15	15	100%	8	8	100%
Total Employees	1756	1756	100%	1662	1662	100%
Workers						
Permanent	65	65	100%	66	66	100%
Other than permanent	0	0	0%	0	0	0%
Total Workers	65	65	100%	66	66	100%

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

Category	FY23					FY22				
	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)
Employees										
Permanent	1741	0	0%	1741	100%	1653	0	0%	1653	100%
Male	1446	0	0%	1446	100%	1386	0	0%	1386	100%
Female	295	0	0%	295	100%	267	0	0%	267	100%
Other than Permanent	15	0	0%	15	100%	8	0	0%	8	100%
Male	6	0	0%	6	100%	5	0	0%	5	100%
Female	9	0	0%	9	100%	3	0	0%	3	100%

Category	FY23					FY22				
	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)
Workers										
Permanent										
Male	65	0	0%	65	100%	66	0	0%	66	100%
Female	0	0	0%	0	0%	0	0	0%	0	0%
Other than Permanent										
Male	0	0	0%	0	0%	0	0	0%	0	0%
Female	0	0	0%	0	0%	0	0	0%	0	0%

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

Gender	Male		Female	
	Number	Median remuneration / salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	46,25,000	3	43,91,667
Key Managerial Personnel	3	2,72,39,476	0	0
Employees other than (BoD) and KMP*	1,099	12,37,789	205	16,20,082
Workers	65	40,065	0	0

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, we have an Internal Committee and Code of Conduct Committee to ensure that the relevant areas are addressed.

5 : Describe the internal mechanisms in place to redress grievances related to human right issues.

Employees can reach out to any of the Safety Council members (In manufacturing facilities), Internal Committee or to the Code of Conduct Committee. We also have an online portal where all the cases get registered, addressed, and reported to the Vigil committee.

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

Benefits	FY23			FY22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	NA	1	0	NA
Discrimination at Workplace	0	0	NA	0	0	NA
Child Labor	0	0	NA	0	0	NA
Forced Labor/ Involuntary Labor	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

We have a well-defined grievance redressal mechanism to address Code of Conduct violation, Human Rights, discrimination, harassment and POSH related complaints . All cases are handled in a confidential manner by designated committee members who have been appointed and trained to manage complaints in accordance with the Marico’s policies and grievance redressal mechanism. We also ensure awareness, education and sensitization of the policies and processes on a periodic basis to ensure robustness of the process.

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

Yes.

Human rights requirements are included in our business agreement and contracts with all our vendors, supplies, contractors and business partners. MCOBE (Marico Code of Business Ethics) is an integral part of our Code of Conduct and is signed by our service providers. In various forums and meets, we conduct education, awareness and sensitization of the same with our business partners.

9 : Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	100%
Forced/involuntary labor	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
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.

No significant risk identified.

Leadership indicators

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

All facilities of Marico are assessed with ISO 45001 and OSHA 18001 which covers key requirements related to labour, working conditions and human rights. Apart from that, Marico has initiated internal audits on principles of SA8000 and a detailed assessment is done 3 facilities (Jalgaon, Sanand and PDR). All observations are closed.

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. Marico’s offices are accessible to differently abled visitors. Company has done relevant improvements in infrastructure to accessibility to all.

4 : Details on assessment of value chain partners:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices & working conditions	Around 88.50% of vendors/partners in manufacturing and warehousing functions were assessed.
Health & safety, Working Conditions, child labor, forced labor, ethics, environment etc.	Marico has undertaken responsible sourcing program called “SAMYUT” which drives safety, health & environment, ethics, labor practices in value chain. The program is designed at 3 maturity levels wherein Level 1 is self-assessment on Marico’s guidelines while Level 2 is assessment through third party. In FY23, critical value chain partners with a business share of more than 68% are assessed for Level 1, while a business share of more than 8% are assessed for Level 2 criteria.

5 : 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.

No significant risk identified.

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	FY23	FY22
Total electricity consumption (A)	76,769.6 GJ	73,173 GJ
Total fuel consumption (B)	97,599.9 GJ	1,06,949 GJ
Energy consumption through other sources (C)	0 GJ	0 GJ
Total energy consumption (A+B+C)	1,74,369.4 GJ	1,80,122 GJ
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	24.42 GJ/ Cr. ₹	25.0 GJ / Cr ₹

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Independent assessment of energy related data is carried out by an external agency “DNV business assurance India Pvt Ltd” for FY22 and FY23.

2 : Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

No facility of Marico is identified as designated consumer under PAT scheme.

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

Parameter	FY23	FY22
Water withdrawal by source (in kilolitres)		
(i) Surface water	5,041	3343
(ii) Ground water	16,336.6	17,744.6
(iii) Third party water	1,07,453.6	1,02,864.2
(iv) Seawater/desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,28,831.2	1,23,951.8
Total volume of water consumption* (in kiloliters)	1,14,662.2	1,18,596.1
Water intensity per rupee of turnover (Water consumed / turnover)	16.06	16.43

* Water Consumption - fresh water (Ground water & third-party water) used for operations and utilities

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Independent assessment of energy related data is carried out by an external agency "DNV business assurance India Pvt Ltd" for FY22 and FY23.

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

Shortage of fresh water supply is a threat to existence on earth. In line with our commitment to 'Make a Difference', all Marico manufacturing locations are equipped with wastewater treatment plants based on "Zero liquid discharge" principles. All wastewater is treated at the in-house treatment plants and utilized within the facility for administrative and gardening purposes. Some of our facilities also capture the incident rainfall which augments the freshwater supply of the facility thereby reducing the dependency on the supply of water from sources external to the facility.

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

Parameter	Please specify unit	FY23	FY22
NOx	Kg/Year	1,823.3	2,522
SOx	Kg/Year	119.4	166
Particulate Matter (PM)	Kg/Year	1,569	1,805
Persistent organic pollutants (POP)	-	Not applicable	Not applicable
Volatile organic compounds (VOC)	-	Not applicable	Not applicable
Hazardous air pollutants (HAP)	-	Not applicable	Not applicable
Others, please specify	-	Nil	Nil

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Independent assessment of energy and emissions related data is carried out by an external agency "DNV business assurance India Pvt Ltd" for FY22 and FY23.

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

Parameter	Unit	FY23	FY22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	779.9	621.9
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	11,775.8	10,309
Total Scope 1 and Scope 2 emission per rupee of turnover	Metric tonnes of CO ₂ equivalent / Cr ₹	1.76	1.52

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Independent assessment of emissions related data is carried out by an external agency "DNV business assurance India Pvt Ltd" for FY22 and FY23.

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

Marico has conducted various projects in own manufacturing facilities as well as in value to reduce GHG emissions. Projects in own manufacturing facilities are focussing on improving process efficiency, utility power consumption reduction and usage of energy efficient equipment while projects in value chain include material consumption reduction, material substitution and transport optimization.

No.	Area	No. of projects	Total CO ₂ e saved
1	Own manufacturing facilities	23	97 TCO ₂ e
2	Value chain	13	1,390 TCO ₂ e
	TOTAL	36	1,487 TCO₂e

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

Parameter	FY23	FY22
Total waste generated in metric tonnes		
Plastic waste (A)	568.4	532.6
E-waste (B)	3.09	1.05
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)	75.95	54.19
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	3,615.07	3,793.86
Total (A+B + C + D + E + F + G+ H)	4,262.5	4,381.71
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)		
Category of waste		
(i) Recycled	3,831.8	4,036.5
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	3,831.8	4,036.5

Parameter	FY23	FY22
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste		
(i) Incineration	4.5	6.75
(ii) Landfilling	426.8	338.4
(iii) Other disposal operations	0	0
Total	431.3	345.17

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Independent assessment of waste related data is carried out by an external agency "DNV business assurance India Pvt Ltd" for FY22 and FY23.

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.

Marico makes products which are either consumed or used for hair/skin applications. As a responsible company, providing safe, nutritious, and high-quality products to consumers in alignment with their preferences, is our utmost priority. None of our products marketed contain any hazardous or toxic chemicals which are not allowed by regulation. Moreover, all raw materials used undergo rigorous testing before being accepted as a raw material.

Effluent, carrying chemical residues from process or utilities in the facility, is neutralized before being sent to the in-house wastewater treatment plants. Robust management systems across our facilities ensure that all waste generated by the facility is accounted for, segregated and disposed of through appropriate channels and CPCB/SPCB authorized vendors only.

Marico R&D, manufacturing and Procurement teams undertake projects every year for evaluating alternative materials in formulation. This has helped in reducing usage of hazardous and toxic chemicals over the years. Our value chain partners are mandated to undergo certifications related to product quality which also considers the reduction of hazardous chemicals to ensure ingredient safety.

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:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N). If no, the reasons thereof and corrective action taken, if any.
			Not Applicable

Marico's manufacturing plants are located in designated industrial park/areas. None of the plant and offices are located in or around ecologically protected or sensitive areas. Environmental clearance is not required for any manufacturing facility or offices of Marico.

11 : Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current Financial Year:

In accordance with the response provided in the question no. 12 of this section, none of the manufacturing facility required conduct of environmental impact assessment.

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 (Y/N). If not, provide details of all such non-compliances, in the following format:

Marico conforms to the applicable environmental rules and there has not been any fine levied on the organization during FY23.

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	FY23	FY22
From Renewable Sources		
Total electricity consumption (A)	24,727 GJ	26372 GJ
Total fuel consumption (B)	90,657.6 GJ	99173 GJ
Energy consumption through other sources (C)	0 GJ	0 GJ
Total energy consumed from renewable sources (A+B+C)	1,15,384.6 GJ	1,25,545 GJ
From non-renewable sources		
Total electricity consumption (D)	52,042.6 GJ	46,801 GJ
Total fuel consumption (E)	6,942.2 GJ	7,776 GJ
Energy consumption through other sources (F)	0 GJ	0 GJ
Total energy consumed from non-renewable sources (D+E+F)	58,984.8 GJ	54,577 GJ

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Independent assessment of energy related data is carried out by an external agency "DNV business assurance India Pvt Ltd" for FY22 and FY23.

2 : Provide the following details related to water discharged:

Parameter	FY23	FY22
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water -		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(ii) Into Groundwater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iii) Into Seawater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third-parties -		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil

Parameter	FY23	FY22
(v) Others		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
Total water discharged (in kilolitres)	Nil	Nil

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

None of the Marico's plants discharge wastewater outside the plant's boundaries. Independent assessment of water related data is carried out by an external agency "DNV business assurance India Pvt Ltd" for FY22 and FY23.

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:

FACILITY 1

- (i) Name of the area : Perundurai, Erode, Tamilnadu
(ii) Nature of operations : Manufacturing of coconut oil
(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY23	FY22
Water withdrawal by source (in kilolitres)		
(i) Surface water	5041	3343
(ii) Groundwater	0	0
(iii) Third party water	14,758	15,185
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres)	19,799	18,528
Total volume of water consumption (in kilolitres)	19,799	18,528

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

(i) Into Surface water -		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(ii) Into Groundwater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iii) Into Seawater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third-parties -		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(v) Others		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
Total water discharged (in kilolitres)	Nil	Nil

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Independent assessment of water related data is carried out by an external agency "DNV business assurance India Pvt Ltd" for FY22 and FY23.

FACILITY 2

- (i) Name of the area : Puducherry
(ii) Nature of operations : Manufacturing of coconut oil
(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY23	FY22
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	7941.4	8977
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres)	7,941.4	8,977
Total volume of water consumption (in kilolitres)	7,941.4	8,977
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water -		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(ii) Into Groundwater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iii) Into Seawater		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third-parties -		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(v) Others		
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
Total water discharged (in kilolitres)	Nil	Nil

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Independent assessment of water related data is carried out by an external agency "DNV business assurance India Pvt Ltd" for FY22 and FY23.

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

Parameter	Unit	FY23	FY22
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	54,7126	561192 TCo ₂ e
Total Scope 3 emissions per rupee of turnover		76.6	77.79 TCo ₂ e / Cr ₹

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Independent assessment of emissions related data is carried out by an external agency "DNV business assurance India Pvt Ltd" for FY22 and FY23.

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.

Marico’s manufacturing plants are located in designated industrial park/areas. None of the plant and offices are located in or around ecologically protected or sensitive areas.

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:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Productivity improvement in water-base manufacturing at Sanand Facility	Improvement done in operations to reduce losses in electricity and natural gas consumption. Process changes done in product manufacturing section to improve the efficiency of process by reducing no. of changeovers and unwanted stoppages during operations.	1. Energy saving of 4,56,435 Kwh/ annum 2. Natural gas consumption reduction 1,809 MMBTU
2	Saving in filling compressor power consumption at Guwahati manufacturing	New compressed air lines were installed for packaging operations in Guwahati facility. This resulted in efficient compressor operations by eliminating distribution losses from the filling operations.	1. Energy savings 75,000 KWH/ annum

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

Marico has adopted an integrated approach for risk management wherein it ensures all material risks are identified, assessed, and mitigated for the long-term sustainability of the organization. In addition, the mitigation plans for all the key risks are aligned with the company’s strategic business plans which are reviewed by the senior leadership on a periodic basis. The Company also has well defined policies, standard operating procedures and controls in place to minimize and mitigate the identified risks. Business Continuity Plan (BCP) and Crisis Management Plan (CMP) are therefore adopted as an outcome of the Risk Management Policy.

BCP is defined for risks corresponding to High Impact and High Velocity to enable rapid response to address the consequence of such risks when they materialize. Business Continuity Planning is embedded in the Internal Controls and Crisis Management framework for areas like manufacturing units, sales offices, information technology function, etc. The internal crisis management committee is responsible for laying out crisis response mechanisms, communication protocols, and periodic training and competency building on crisis management. The Crisis Management Committee

also conducts periodic disaster recovery mock drills to ensure that the organization is prepared to manage any crisis event quickly for business continuity.

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.

No significant adverse impact identified in value chain.

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

Marico has undertaken responsible sourcing program called “SAMYUT” which drives safety, health & environment, ethics, labor practices in value chain. The program is designed at 3 maturity levels wherein Level 1 is self-assessment of Marico’s guidelines while Level 2 is assessment through third party.

In FY23, value chain partners with a business share of more than 68% are assessed for Level 1, while a business share of more than 8% are assessed for Level 2 criteria.

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.

We are affiliated with 20 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 and Industry)	National
2	CII (Confederation of Indian Industry)	National
3	IBHA (Indian Beauty & Hygiene Association)	National
4	ASSOCHAM (Associated Chambers of Commerce and Industry of India)	National
5	SEA (The Solvent Extractors’ Association of India)	National
6	Retailers Association of India (RAI)	National
7	AFSTI Mysore & Mumbai (Association of Food Scientists and Technologists, India)	National
8	India plastic pact (IPP)	National
9	CIFTI (Confederation of Indian Food Trade and Industry)	National
10	ADMA (Ayurvedic Drug Manufactures Association)	National

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

No issues related to anti-competitive conduct were reported and no adverse orders from regulatory authorities were received in FY23.

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)
1	Decriminalization and other policy changes in the Legal Metrology Act	Through Industry Bodies	Yes	Event Based
2	Regulatory Changes under the Foods Law including Health Rating on Packaged Commodities	Through Industry Bodies	Yes	Event Based
3	Plastic Waste Management	Through Industry Bodies	Yes	Event Based

Through industry associations and other bodies, Marico engages with regulatory authorities and external stakeholders on various outreach activities including policy and regulatory matters, important issues pertaining to the FMCG industry and other best practices.

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

No.	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not applicable						

2 : Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families	(PAFs) % of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
Not applicable						

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

Marico’s manufacturing plants in India are located in designated industrial parks/area/centre (Brahmaputra Industrial Park, MIDC Jalgaon, Industrial Area in Nalagarh-Solan, SIPCOT Industrial growth Centre in Perundurai-Tamilnadu, and PIPDIC Electronic Park in Puducherry).

However, Marico’s CSR team regularly visits the villages that are in proximity to the industrial parks/areas to understand the community’s requirements as well as grievances. The CSR team has also conducted community’s need assessment to understand education, health, infrastructure related requirements. Based on these inputs, CSR programs are designed and executed every year.

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

	FY23	FY22
Directly sourced from MSMEs/ small producers	33% (of material procurement)	35% (of material procurement)
Sourced directly from within the district and neighbouring districts	37% (of material procurement)	42% (of material procurement)

Leadership indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments

This is not applicable as there was no social impact assessment required to be conducted during FY23.

2 : Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Marico aspires to create a positive impact in areas of water, sustainable agriculture, community sustenance and education through CSR initiatives. As a part of education program “Mobile Pathshala funwala”, children and teachers in aspirational districts government schools were reached out and provided with educational support. Following table shares the amount spend in aspirational district.

S. No.	State	Aspirational District	Amount spent (In ₹)
1	Madhya Pradesh (8)	Chhatarpur, Damoh, Barwani, Rajgarh, Vidisha, Guna, Singrauli, and Khandwa	27,91,606
2	Jharkhand (18)	Garhwa, Chatra, Giridih, Godda, Sahibganj, Pakur, Bokaro, Lohardaga, Purbi Singhbhum, Palamu, Latehar, Hazaribagh, Ramgarh, Ranchi, Kunti, Gumla, Simdega, Paschimi, Singhbhum	18,07,873
3	Chattisgarh (10)	Korba, Rajnandgaon, Mahasamund, Kanker, Narayanpur, Dantewada, Bijapur, Bastar, Kondagaon, Sukma	18,59,778
4	Bihar (13)	Sitamarhi, Araria, Purnia, Katihar, Muzaffarpur, Begusarai, Khagaria, Banka, Sheikhpura, Aurangabad, Gaya, Nawada, Jamui	18,04,735
			82,63,992

6 : Details of beneficiaries of CSR Projects:

We are committed to work along with communities to understand their needs and help them to live a better life. Our CSR programs are inspired from our purpose “Make a Difference”.

S. No.	State	No. of people benefited from CSR projects*
1	Parachute Kalpvriksha (Sustainable agriculture)	81,000
2	Nihar shanti Pathshala funwala	10.81 Lakhs students and 2.74 Lakhs teachers
3	Community sustenance	Overall more than 44,000 beneficiaries in various programs like – 1. “Eat right” program for food habits and practices 2. Preventive healthcare for police 3. Infrastructure development
4	Jalashay	1,099 people benefited

*For further information, refer to the 'Communities' section forming part of this Integrated Report.

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.

Marico has created multiple channels for consumers to reach out and share feedback. The Consumer Services Cell is ISO10002 certified since the last 9 years. With a customer first approach, experienced customer services personnel respond with a structured and documented methods. It consists of product wise FAQs and protocols for systematic resolution of all consumer feedbacks. Consumer complaints/feedbacks database is organized through an online portal “DARPAN” which helps in tracking the entire information flow.

We connect with consumers through multiple touch points like product labelling, Consumer Services Cell, Marico website and brand web pages. Consumers can connect to Marico via Toll Free Number/ Email ID/ P.O. Box number and through brand social media channels like Facebook, Twitter etc. There is a dedicated Online Reputation Monitoring desk to handle the online

responses in real time. Marico connects to specific identified consumers for insights on new product initiatives namely "Dawn to Dusk" and "Bond".

Understanding and responding to our consumers' needs, concerns and interests are of utmost importance to Marico. For this, the team conducts customer satisfaction surveys every year. For FY23, the satisfaction index is at 96%. We have launched a mobile App based platform QINTEL to capture product use experience from internal stakeholders about Marico's and competition products.

Link : <https://marico.com/contact-us>

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 & Social parameters relevant to the product	100%
Safe and Responsible usage	100%
Recycling or safe disposal	100%

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

Benefits	FY23			FY22		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data Privacy	0	0	Nil	0	0	Nil
Advertising	0	0	Nil	0	0	Nil
Cyber-security	0	0	Nil	0	0	Nil
Delivery of essential services	0	0	Nil	0	0	Nil
Restrictive trade practices	0	0	Nil	0	0	Nil
Unfair trade practices	0	0	Nil	0	0	Nil
Others (Product functionality)	66	0	Nil	102	0	Nil

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

	Number	Reason for recall
Voluntary recall	0	Not applicable
Forced recall	0	Not applicable

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.

We have organization wide Information Security Management System (ISMS) which includes controls for data privacy to be followed across Marico's operations. This policy is designed as per guidelines of ISO27001 standard. Further, from a governance perspective, cyber risks are monitored and mitigated through the Risk Management framework implemented under Marico's Risk Management Policy (https://sustainability.marico.com/pdfs/Risk_Management_Policy.pdf).

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.

Marico receives feedbacks from multiple stakeholders to collect suggestions for improvement in product and packaging quality. The R&D team evaluates these suggestions considering product functionality and integrity. Useful suggestions are incorporated in product designs.

To incorporate Cyber Security and Data Privacy from customers perspective, we have updated our privacy policy. The policy addresses various aspects like information collected by the customers, information usage, security of the information and access to the information. We have appointed Data Grievance officer for Marico and have published the contact details of the officer on our website, to help customers reach designated official and register complaints related to data privacy.

There have been no instances of product recalls, penalty/ actions by regulatory authority regarding safety of products and services in FY23.

The Marico IT policy document can be accessed at following weblink: <https://sustainability.marico.com/pdfs/Marico-IT-Policy.pdf>

The Marico privacy policy document can be accessed at following weblink: <https://marico.com/other/privacy-policy>

Leadership indicators

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

Details of all Marico products can be accessed here - <https://marico.com/india/brands>.

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

It is our ongoing endeavour at Marico to educate consumers on healthy lifestyle and nutritional intake. Marico works with government agencies like FSSAI and other industry bodies like CII, FICCI etc. to create awareness about hygiene, nutrition, food safety and product regulations. Company believes that consumer opinion, preferences, concerns, and inquiries are important sources of information. The Corporate Quality team consciously makes efforts to cater to all consumer concerns.

Marico has introduced Augmented Reality (AR) technology for Saffola Honey and Saffola Active & Gold, a platform for Interactive Digital Consumer Experience. A first of its kind integration to a Marico Brand with benefits like digital engagement, educate/ create awareness to our consumers and create a delightful consumer experience. Every consumer pack in all product categories contain consumer relevant information enabling them to make meaningful choices i.e., in Foods "Appropriate Portion Guidance" based on serve size and "Recommended Daily Amount (RDAs)" is available along with ingredients, nutritional

attributes, benefit/functional claims of the product. Similarly, in the personal care category, key product attributes, usage methods, functional benefits of ingredients along with safety and efficacy claims are provided for consumer awareness.

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

Marico has created multiple touch points for consumer connect. In case of disruption or adverse scenarios, company can reach out to consumers through channels like social media, TV, Print, Ecommerce platforms, Brand Websites. Emailers or messages can be sent out to consumer who are connected to Marico. In addition, the consumer cell team communicates to consumers if felt necessary.

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 with regard to 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. Marico adheres to all the applicable regulations regarding product labelling and displays relevant information on it. Additional information, over and above the mandated regulation, is displayed wherever applicable. This information is generally related to benefits of product usage.

Yes. Marico Quality Team leverages the consumer database and connects to sample consumers for insights on key products, packaging quality through initiatives namely "Dawn to Dusk" and "Bond" in the form of surveys, personalised calls & visits.

5: Provide the following information relating to data breaches:

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

Marico Limited does not have any instance of data breach in FY23.

b. Percentage of data breaches involving personally identifiable information of customers

Marico Limited does not have any instance of data breach in FY23.