



29th May, 2023

Stock Code: BSE: 500696

NSE: HINDUNILVR

ISIN: INE030A01027

BSE Limited,  
Corporate Relationship Department,  
2nd Floor, New Trading Wing,  
Rotunda Building, P.J. Towers,  
Dalal Street,  
Mumbai – 400 001

National Stock Exchange of India Ltd  
Exchange Plaza, 5th Floor,  
Plot No. C/1, G Block,  
Bandra – Kurla Complex,  
Bandra (E),  
Mumbai – 400 051

Dear Sir / Madam,

**Sub.: Business Responsibility and Sustainability Report for the Financial Year ended 31st March, 2023**

In terms of the requirements of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for the Financial Year 2022-23, along with Independent Assurance Statement provided by Price Waterhouse Chartered Accountants LLP. The BRSR also forms the part of the Integrated Annual Report for the Financial Year 2022-23, submitted to the exchanges vide letter dated 29th May, 2023.

You are requested to kindly take the above information on record.

Thanking you,

**Yours faithfully,  
For HINDUSTAN UNILEVER LIMITED**

**Dev Bajpai**  
**Executive Director, Legal & Corporate Affairs**  
**and Company Secretary**  
**DIN : 00050516 / FCS No. : 3354**  
Encl. as above



# Business Responsibility and Sustainability Report

Dear Stakeholders,

I am pleased to share our first Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2022-23. The report aims to enable our stakeholders to know more about our sustainability performance.

Sustainability is ingrained in our purpose: 'to make sustainable living commonplace'. We are committed to sustainable growth by delivering products that meet the evolving needs of our consumers, while minimising their impact on the environment. We firmly believe that sustainability and profitability go hand-in-hand.

Our Compass strategy charts a clear pathway for us to embed sustainability into our multi-stakeholder model and achieve our vision of becoming a leader in sustainable business. To transform this vision into reality, we have set forth a series of multi-year, time-bound goals focused on vital areas, such as climate action, protecting and regenerating nature, waste-free world, positive nutrition, equity, diversity, and inclusion, raising living standards, and the future of work. These goals are anchored on three fundamental pillars: improve the health of the planet, improve people's health, confidence, and wellbeing, and contribute to a fairer, more socially inclusive world.

We have made significant progress against 'HUL Compass ESG Goals'. In our own manufacturing operations, we have reduced our CO<sub>2</sub> emissions by 97% (per tonne of production), water usage by 48% (cubic meter per tonne of production) and total waste generated from our factories by 55% (per tonne of production) in FY 2022-23 compared to 2008 baseline. Hindustan Unilever Foundation (HUF) along with its partners has created a cumulative and collective water potential of over 2.6 trillion litres. In Calendar Year 2021 and 2022, we have collected and processed more plastic packaging than we used as packaging materials for our products by maintaining industry-leading standards for balanced pan-India collection. We continue our food reformulation



strategy to become a force for good and are committed to doubling the number of products sold that deliver positive nutrition by 2025.

In 2022, we formed an Environmental, Social, and Governance (ESG) Committee at the Board level comprising four Independent Directors and one Executive Director. The ESG Committee is responsible for overseeing and guiding our ESG strategy, performance and implementation. This includes monitoring and reporting on our progress towards 'HUL Compass ESG goals', as well as ensuring that our operations align with our purpose.

The Board acknowledges that sustainability is a perpetual voyage and is steadfast in its resolve to enhance our sustainability performance continuously. We will persist in striving to attain 'HUL Compass ESG Goals' by promoting innovation and collaboration throughout our value chain and spearheading progress towards a more sustainable future.

**Sanjiv Mehta**  
Chief Executive Officer and Managing Director

## Assurance Report

### Independent practitioner's limited assurance report on Identified Sustainability Indicators in Hindustan Unilever Limited (HUL)'s Business Responsibility and Sustainability Report

To the Members and Board of Directors of Hindustan Unilever Limited (HUL)

We have undertaken to perform limited assurance engagement for Hindustan Unilever Limited (HUL) (the 'Company') vide our Engagement Letter in respect of the agreed indicators/parameters listed below (the 'Identified Sustainability Indicators'). These indicators/parameters are as included in the Business Responsibility and Sustainability Report (BRSR) of the Company for the year ended March 31, 2023; the reporting boundary being as disclosed in Question 13 and Question 21 of Section A of the BRSR with exceptions if any been disclosed as a note under the respective questions under BRSR.

### IDENTIFIED SUSTAINABILITY INDICATORS

The Identified Sustainability Indicators for the year ended 31 March 2023 (unless otherwise stated) are summarised in Appendix 1 to this report.

Our limited assurance engagement is with respect to the year ended March 31, 2023 information only. Further, in respect of comparative previous year information i.e., year ended March 31, 2022 reported in the Business Responsibility and Sustainability Report for year ended March 31, 2023 by the Company for indicators mentioned in Appendix 1 (except those marked as '#'), we had issued a separate limited assurance report dated 26 April 2023.

### CRITERIA

The criteria used by the company is the 'Guidance note for BRSR format' (referred to as the 'Criteria').

### MANAGEMENT'S RESPONSIBILITY

The Company's Management is responsible for identification of key aspects, engagement with stakeholders, content and presentation of the Business Responsibility and Sustainability Report in accordance with the Criteria mentioned above. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the Business Responsibility and Sustainability Report and measurement of Identified Sustainability Indicators, which are free from material misstatement, whether due to fraud or error.

### INHERENT LIMITATIONS

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

Non-financial performance information is subject to more inherent limitations than financial information, given the characteristics of the subject matter and the methods used for determining such information. The precision of different measurement techniques may also vary.

### OUR INDEPENDENCE AND QUALITY CONTROL

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior

Our firm applies International Standard on Quality Management and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

### OUR RESPONSIBILITY

Our responsibility is to express a limited assurance conclusion on the Identified Sustainability Indicators, based on the procedures we have performed and evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) Assurance Engagements other than Audits or Reviews of Historical Financial Information and ISAE 3410 Assurance Engagements On Greenhouse Gas Statements, issued by the International Auditing and Assurance Standards Board (IAASB). These standards require that we plan and perform this engagement to obtain limited assurance about whether the Identified Sustainability Indicators are free from material misstatement.

A limited assurance engagement involves assessing the suitability in the circumstances of the Company's use of the Criteria as the basis for the preparation of the Identified Sustainability Indicators, assessing the risks of



## Business Responsibility and Sustainability Report

material misstatement of the Identified Sustainability Indicators whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Indicators.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above, we:

- Obtained an understanding of the identified sustainability indicators and related disclosures.
- Obtained an understanding of the assessment criteria and their suitability for the evaluation and /or measurements of the identified sustainability indicators.
- Made enquiries of Company's management, including the various teams such as Sustainability team, Corporate Social Responsibility (CSR) Team, etc., and those with responsibility for managing Company's BRSR.
- Performed understanding and evaluation of the design of the key structures, systems, processes and controls for managing, recording and reporting on the identified sustainability indicators including at the sites visited.
- Checked the consolidation for various sites and corporate offices under the reporting boundary for ensuring the completeness of data being reported.
- Performed limited substantive testing on a selective basis of the Identified sustainability indicators at corporate head office, and in relation to sample of sites visited (Haridwar, Rajpura, Kidderpore and Amla in India), to check that data had been appropriately measured with underlying documents recorded, collated and reported.
- Assessed the level of adherence to 'Guidance note for BRSR format' followed by the Company in preparing the BRSR.
- Assessed the BRSR for detecting, on a test basis, any major anomalies between the information reported in the BRSR on performance with respect to agreed Indicators/ parameters and relevant source data/information.
- Obtained representations from Company's Management.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Identified Sustainability Indicators have been prepared, in all material respects, in accordance with the Criteria.

### EXCLUSIONS

Our limited assurance scope excludes the following and therefore we do not express a conclusion on the same:

- Testing the operating effectiveness of management systems and controls;
- Performing any procedures over other information/ operations of the company/aspects of the report and data (qualitative or quantitative) included in the BRSR not agreed under this letter/ Scope of Assurance
- The statements that describe expression of opinion, belief, aspiration, expectation, aim or future intentions provided by the Company and testing or assessing any forward-looking assertions and/or data.

### LIMITED ASSURANCE CONCLUSION

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Company's Identified sustainability indicators included in the Business Responsibility and Sustainability Report for the year ended March 31, 2023 are not prepared, in all material respects, in accordance with the criteria.

### RESTRICTION ON USE

Our limited assurance report has been prepared and addressed to the Members and Board of Directors of the Company at the request of the company solely to assist the company in reporting on the Company's Sustainability performance and activities. Accordingly, we accept no liability to anyone, other than the Company. Our deliverables should not be used for any other purpose or by any person other than the addressees of our deliverables. The Firm neither accepts nor assumes any duty of care or liability for any other purpose or to any other party to whom our Deliverables are shown or into whose hands it may come without our prior consent in writing.

For **Price Waterhouse Chartered Accountants LLP**

Firm Registration No: 012754N/500016

Chartered Accountants

**Heman Sabharwal**

Partner

Membership No.: 093263

UDIN: 23093263BGWPMZ2411

Gurgaon, 27th April, 2023

## Appendix 1

### IDENTIFIED SUSTAINABILITY INDICATORS

Sr. No.	BRSR indicator reference ('E' indicates Essential Indicator & 'L' indicates Leadership Indicator)	Description of indicator
1.	Section A – 18a	Employees and workers (including differently abled)
2.	Section A – 18b	Differently abled Employees and workers
3.	Section A – 19	Participation/Inclusion/Representation of women
4.	Section A – 20	Turnover rate for permanent employees and workers
5.	Section A – 23	Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct
6.	Section C – Principle 1 – E1	Percentage coverage by training and awareness programmes on any of the Principles during the Financial Year
7.	Section C – Principle 1 – E6	Details of complaints with regard to conflict of interest
8.	Section C – Principle 1 – L1	#Awareness programmes conducted for value chain partners on any of the Principles during the Financial Year
9.	Section C – Principle 2 – E2 (b)	#What percentage of inputs were sourced sustainably? (For Calendar Year 2022)
10.	Section C – Principle 2 – L4	Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed
11.	Section C – Principle 2 – L5	Reclaimed products and their packaging materials (as percentage of products sold) for each product category
12.	Section C – Principle 3 – E1	Details of measures for the well-being of employees and workers
13.	Section C – Principle 3 – E2	Details of retirement benefits, for Current Financial Year (excluding amounts deducted and deposited with the authority)
14.	Section C – Principle 3 – E5	Return to work and Retention rates of permanent employees and workers that took parental leave
15.	Section C – Principle 3 – E7	Membership of employees and worker in association(s) or Unions recognised by the listed entity
16.	Section C – Principle 3 – E8	#Details of training given to employees and workers
17.	Section C – Principle 3 – E9	Details of performance and career development reviews of employees and worker
18.	Section C – Principle 3 – E11	Details of safety related incidents
19.	Section C – Principle 3 – E13	Number of Complaints on working conditions & Health safety made by employees and workers
20.	Section C – Principle 3 – E14	Assessments for the year (Health and safety practices, Working Conditions)
21.	Section C – Principle 3 – L3	Number of employees and workers having suffered high consequence work related injury / ill-health / fatalities, who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment
22.	Section C – Principle 5 – E1	#Number of Employees and workers who have been provided training on human rights issues and policies of the entity
23.	Section C – Principle 5 – E2	Details of minimum wages paid to employees and workers
24.	Section C – Principle 5 – E3	Details of remuneration/salary/wages
25.	Section C – Principle 5 – E6	Number of Complaints on (Sexual Harassment, Discrimination at workplace, Child Labour, Forced Labour/Involuntary Labour, Wages and Other human rights related issues) made by employees and workers
26.	Section C – Principle 5 – E9	#Percentage of your plants and offices that were assessed (by entity or statutory authorities or third parties) on Sexual Harassment, Discrimination at workplace, Child Labour, Forced Labour/Involuntary Labour, Wages and Other human rights related issues.
27.	Section C – Principle 6 – E1	Details of total energy consumption (in Joules or multiples)
28.	Section C – Principle 6 – E3	Total volume of water withdrawal & water consumption in Kiloliters
29.	Section C – Principle 6 – E5	Details of air emissions (other than GHG emissions) by the entity
30.	Section C – Principle 6 – E6	Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions)
31.	Section C – Principle 6 – E8	Details related to waste management by the entity
32.	Section C – Principle 6 – L1	Break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources
33.	Section C – Principle 6 – L2	Water discharge by destination and level of treatment (in kiloliters)
34.	Section C – Principle 6 – L3	Water withdrawal, consumption and discharge in areas of water stress (in kiloliters)
35.	Section C – Principle 8 – E2	Information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity
36.	Section C – Principle 9 – E3	Number of consumer complaints in respect of Data Privacy, Advertising, Cyber-Security, Delivery of essential services, Restrictive Trade Practices, Unfair Trade Practices
37.	Section C – Principle 9 – E4	Details of instances of product recalls on account of safety issues
38.	Section C – Principle 9 – L5	Number of instances of data breaches & Percentage of data breaches involving personally identifiable information of customer



## Business Responsibility and Sustainability Report

### Section A - General Disclosures



**“Our vision is to deliver winning performance by being the leader in sustainable business. We will demonstrate how our purpose-led, future-fit business model drives superior performance, delivering growth that is consistent, competitive, profitable and responsible.”**

**Ritesh Tiwari**

Executive Director, Finance & IT and Chief Financial Officer

#### I. DETAILS OF THE LISTED ENTITY

S. No.	Particulars	Response
1.	Corporate Identity Number (CIN) of the listed entity	L15140MH1933PLC002030
2.	Name of the listed entity	Hindustan Unilever Limited
3.	Year of incorporation	1933
4.	Registered office address	Unilever House, B. D. Sawant Marg, Chakala, Andheri (East), Mumbai – 400 099
5.	Corporate address	
6.	E-mail	<a href="mailto:levercare.shareholder@unilever.com">levercare.shareholder@unilever.com</a> ; <a href="mailto:comsec.hul@unilever.com">comsec.hul@unilever.com</a>
7.	Telephone	+ 91 (0) 022 – 5043 2790/32516/32754
8.	Website	<a href="http://www.hul.co.in">www.hul.co.in</a>
9.	Financial Year for which reporting is being done	1st April, 2022 to 31st March, 2023
10.	Name of the stock exchange(s) where shares are listed	BSE Limited; National Stock Exchange of India Limited
11.	Paid-up capital	₹235 crores
12.	Name and contact details (telephone and email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Dev Bajpai – Executive Director, Legal & Corporate Affairs, and Company Secretary. Contact: + 91 (0) 022 – 5043 2790/32754 Email: <a href="mailto:levercare.shareholder@unilever.com">levercare.shareholder@unilever.com</a>
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 that form part of its consolidated financial statements taken together)?	Disclosures under this report are made on a consolidated basis covering wholly owned subsidiaries  (Refer table V-21. (a) for list of wholly-owned subsidiaries)

#### II. PRODUCTS/SERVICES

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

S. No.	Description of the main activity	Description of business activity	Entity turnover (%)
1.	Manufacturing - FMCG	Soaps, Detergents, Cosmetics & Toiletries, Packaged Foods	100.0%

## II-15. Products/services sold by the entity (accounting for 90% of the entity's turnover):

S. No.	Product/service	NIC code	Total turnover contributed (%)
1.	Beauty and personal care	20231 Soaps 20236 Shampoos 20235 Toothpastes 20234 Deodorants 20237 Cosmetics 96020 Hairdressing and other beauty treatment	36.7%
2.	Home care	20233 Detergents 27501 Water purifiers 28195 Air purifiers 20239 Surface and Bathroom Cleaners	35.4%
3.	Food and refreshments	10791 Tea 10792 Coffee 10750 Packaged foods (including frozen desserts) 10794 Malt-based foods	24.8%

## III. OPERATIONS

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

Location	Number of plants	Number of offices	Total
National	29	10	39
International	0	0	0

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

#### a. Number of locations

Locations	Number
National	28 States and 8 Union Territories
International	43 countries

We have a pan-India presence and serve all States and Union Territories in India.

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

2.5%, The focus of the Fast Moving Consumer Goods (FMCG) exports operation is two-fold: to expand global presence of brands, such as Vaseline, Dove, Pears, BRU, Red Label, Lakme, Horlicks, and Boost, and to effectively provide cross-border sourcing of FMCG products to other Unilever companies across the world.

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

We have 90 years of presence in the country, and 9 out of 10 households in India use one or more of our brands. Our brands are present in around nine million retail outlets spread across the country through a network of 3,500+ distributors, who are the backbone of our retail reach. We work with many retail partners to help them grow sustainably alongside us. We have a long-standing relationship with our customers that is based on trust and mutuality of interest. We continue to work with all our partners including small family-owned stores to large, organised retail and e-Commerce to serve the evolving needs of our shoppers. Our endeavour is and has always been to ensure that our brands are easily available wherever shoppers choose to shop.



## Business Responsibility and Sustainability Report

### IV. EMPLOYEES

#### IV-18. Details as of the end of the Financial Year:

##### a. Employees and workers (including differently abled):

We are committed to drive equity, diversity, and inclusion across our value chain. As on March 2023, we have achieved 40% gender diversity across our managerial base and have a strong roadmap to be gender-balanced at managerial level by 2025. Through several programmes, such as 'Samavesh' and 'Ahilya', we are striving to enhance women representation in our factories and salesforce. We have over 850 women as shopfloor employees across our manufacturing locations and have onboarded over 1,000 women in sales.

We are committed to including differently abled persons in our employment ecosystem and workforce. We allow for voluntary self-disclosure and reasonable accommodation policy to enable employees to discreetly disclose their disability and avail support. We have set ourselves a clear objective i.e. 5% of our workforce will be made up of differently abled people by 2025. Refer our website for more details <https://www.hul.co.in/planet-and-society/equity-diversity-and-inclusion/>.

No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>						
1.	Permanent (D)	7,719	5,700	73.8%	2,019	26.2%*
2.	Other than permanent (E)	311	190	61.1%	121	38.9%
<b>3.</b>	<b>Total employees (D+E)</b>	<b>8,030</b>	<b>5,890</b>	<b>73.4%</b>	<b>2,140</b>	<b>26.6%</b>
<b>Workers</b>						
4.	Permanent (F)	11,251	10,900	96.9%	351	3.1%
5.	Other than permanent (G)	8,856	8,306	93.8%	550	6.2%
<b>6.</b>	<b>Total workers (F+G)</b>	<b>20,107</b>	<b>19,206</b>	<b>95.5%</b>	<b>901</b>	<b>4.5%</b>

\*As on March 2023, we have achieved a gender diversity of 40% across our managerial base.

#### IV-18. Details as of the end of the Financial Year:

##### b. Differently abled employees and workers:

No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Differently Abled Employees</b>						
1.	Permanent (D)	60	55	91.7%	5	8.3%
2.	Other than permanent (E)	-	-	0.0%	-	0.0%
<b>3.</b>	<b>Total differently abled employees (D+E)</b>	<b>60</b>	<b>55</b>	<b>91.7%</b>	<b>5</b>	<b>8.3%</b>
<b>Differently Abled Workers</b>						
1.	Permanent (F)	13	13	100.0%	-	0.0%
2.	Other than permanent (G)	5	4	80.0%	1	20.0%
<b>3.</b>	<b>Total differently abled workers (F+G)</b>	<b>18</b>	<b>17</b>	<b>94.4%</b>	<b>1</b>	<b>5.6%</b>

#### IV-19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors (BoD)	10	2	20.0%
Key Management Personnel (KMP)*	3	-	0.0%

Above table represents HUL's Board of Directors and Key Management Personnel

\* All KMPs i.e. Managing Director & Chief Executive Officer, Executive Director – Finance, IT & Chief Financial Officer and Executive Director – Legal & Corporate Affairs and Company Secretary are part of Board of Directors



## IV-20. Turnover rate for permanent employees and workers

We are known for attracting and developing the best talent in the industry and HUL is often referred to as the leadership factory. Recognised as one of the best companies to work for, we continue to be the 'No. 1 Employer of Choice across sectors, based on brand perception study by InsideIIM at target B-Schools in 2022' and 'One of the Best Organisations for Women in 2022 and 2023' by Economic Times.

	FY 2022-23 (Turnover rate %)			FY 2021-22 (Turnover rate %)			FY 2020-21 (Turnover rate %)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	17.7%	25.3%	19.6%*	17.3%	21.9%	18.3%	8.0%	16.5%	9.9%
Permanent workers	7.9%	11.1%	8.0%**	3.7%	2.0%	3.7%	3.4%	2.3%	3.4%

Turnover rate includes voluntary and involuntary attrition

\* Voluntary: 16.7%; Involuntary: 2.9%

\*\* Voluntary: 0.5%; Involuntary: 7.5%

## V. HOLDING, SUBSIDIARY, AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

### V-21. (a) Names of Holding, Subsidiary, Associate Companies, and Joint Ventures

S. No.	Name (A)	Type of holding/subsidiary/associate/joint venture	% of shares held by the listed entity	Does the entity in column A, participate in the business responsibility initiatives of the listed entity?
1.	Unilever PLC	Holding	-	No
2.	Unilever Group Limited	Holding	-	No
3.	Unilever Overseas Holdings AG	Holding	-	No
4.	Unilever UK & CN Holdings Limited	Holding	-	No
5.	Unilever South India Estates Limited	Holding	-	No
6.	Unilever Assam Estates Limited	Holding	-	No
7.	Unilever Overseas Holdings B V	Holding	-	No
8.	Unilever India Exports Limited	Wholly-owned subsidiary	100.0%	Yes
9.	Pond's Exports Limited	Wholly-owned subsidiary	90.0%	Yes
10.	Lakme Lever Private Limited	Wholly-owned subsidiary	100.0%	Yes
11.	Unilever Nepal Limited	Subsidiary	80.0%	Yes
12.	Daverashola Estates Private Limited	Wholly-owned subsidiary	100.0%	Yes
13.	Jamnagar Properties Private Limited	Wholly-owned subsidiary	100.0%	Yes
14.	Levers Associated Trust Limited	Wholly-owned subsidiary	100.0%	Yes
15.	Levindra Trust Limited	Wholly-owned subsidiary	100.0%	Yes
16.	Hindlever Trust Limited	Wholly-owned subsidiary	100.0%	Yes
17.	Hindustan Unilever Foundation	Wholly-owned subsidiary	76.0%	Yes
18.	Bhavishya Alliance Child Nutrition Initiatives	Wholly-owned subsidiary	100.0%	Yes
19.	Unilever India Limited	Wholly-owned subsidiary	100.0%	Yes
20.	Zywie Ventures Private Limited	Subsidiary	51.0%*	No
21.	Nutritionalab Private Limited	Joint Venture	19.8%*	No

\* On a fully diluted basis

## VI. CSR DETAILS

### VI-22. (i). Is CSR applicable as per Section 135 of the Companies Act, 2013 (Yes/No)?

Yes, CSR provisions are applicable as per Section 135 of the Companies Act, 2013. A belief that sustainable business drives superior performance lies at the heart of our business strategy. We have been undertaking CSR activities long before it was introduced by regulations. We have a dedicated CSR Policy focussed on People and Planet, which lays down the approach towards community development in the areas of water conservation, health and hygiene, skill development, education, social advancement, gender equality, empowerment of women, ensuring environmental sustainability and rural development projects. The CSR Policy, as approved by the Board of Directors, is available on our website at <https://www.hul.co.in/investor-relations/corporate-social-responsibility/>

VI-22. (ii) Turnover (in crores): ₹59,144 crores

VI-22. (iii) Net worth (in crores): ₹50,221 crores



## Business Responsibility and Sustainability Report

### VII. TRANSPARENCY AND DISCLOSURE COMPLIANCE

#### VII-23. Complaints/grievances on any of the principles (one to nine) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom the complaint was received	Grievance redressal mechanism in place? (If yes, provide web-link for the grievance redressal policy)	FY 2022-23			FY 2021-22		
		No. of complaints filed during the year	No. of complaints pending resolution at the close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at the close of the year	Remarks
Communities	Yes. <a href="https://app.convercent.com/en-us/LandingPage/99b958aa-55a1-e611-80d3-000d3ab1117e">https://app.convercent.com/en-us/LandingPage/99b958aa-55a1-e611-80d3-000d3ab1117e</a> and manual registers at factories	-	-	-	-	-	-
Investors (other than shareholders)	Not applicable, as we don't have any investors other than the shareholders (e.g., preference shareholders or debenture holders)						
Shareholders	Yes <a href="https://www.hul.co.in/investor-relations/investor-contacts/">https://www.hul.co.in/investor-relations/investor-contacts/</a>	186	6	Refer note below**	166	1	An interim reply was filed
Employees and workers	Yes <a href="https://app.convercent.com/en-us/LandingPage/99b958aa-55a1-e611-80d3-000d3ab1117e">https://app.convercent.com/en-us/LandingPage/99b958aa-55a1-e611-80d3-000d3ab1117e</a> and manual registers at factories	79	12	-	53	13	-
Customers*	Yes <a href="https://www.hul.co.in/contact/">https://www.hul.co.in/contact/</a>	3,411	100	-	1,971	185	-
Value chain partners*	Yes <a href="https://app.convercent.com/en-us/LandingPage/99b958aa-55a1-e611-80d3-000d3ab1117e">https://app.convercent.com/en-us/LandingPage/99b958aa-55a1-e611-80d3-000d3ab1117e</a>	2	1	-	-	-	-

\* Customers include distributors; Value chain partners include vendors/suppliers.

\*\* 4 Complaints were resolved by 5th April 2023 and for the remaining 2 complaints, interim responses were submitted before 31st March 2023.

#### VII-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 the business, the rationale for identifying the same, and the approach to adapting or mitigating the risk along-with its financial implications, as per the following format.

We live in an uncertain and constantly changing world. Having a formal process to identify material sustainability issues helps us report on those, that matter most to our business and stakeholders. A sustainability issue is material to us if it meets two conditions. Firstly, if it is considered a principal risk or an element of a principal risk, which could impact our business or performance. And secondly, if it is deemed to be important to our key stakeholders, including: consumers, our people, customers, suppliers & business partners, shareholders and planet & society. We use our sustainability materiality assessment to identify priority sustainability issues across our value chain so that we are able to report on the issues of most interest to our stakeholders. Table below captures the key material issues identified by us.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Climate change	Risk	Climate change is a principal risk to us, which has the potential to impact our business in the short, medium and long term. We face potential physical environment risks from the effects of climate change on our business, including extreme weather and water scarcity. Potential regulatory and transition market risks associated with the shift to a low-carbon economy include changing consumer preferences, increase in product cost, future Government policy and regulation. Responsible business practices are critical to generating long-term value.	<p>We have set out a clear pathway to tackle climate change, as listed below:</p> <ul style="list-style-type: none"> <li>• Zero emissions in our operations by 2030;</li> <li>• Halve Green House Gas (GHG) impact of our products across the lifecycle by 2030;</li> <li>• Net Zero emissions for all our products from sourcing to point of sale by 2039;</li> <li>• Replace fossil-fuel derived carbon with renewable or recycled carbon in all our cleaning and laundry product formulations by 2030.</li> </ul> <p>Across the portfolio, our brands are working towards reducing the environmental impact, including at the consumer use stage.</p>	<p>Programmes to mitigate risk emanating from climate change can lead to incremental costs in the short-to-medium-term, which can be partly compensated by increased efficiency in the long term. Importantly, these programmes would strengthen business resilience and protect long term value.</p>
2.	Packaging and waste	Risk	We use a significant amount of plastic to package our products. A reduction in the amount of virgin plastic that we use, the use of recycled plastic and an increase in the recyclability of our packaging are critical to our future success.	<p>We want to change the way we use plastic by treating waste as a valuable resource. We're transforming our packaging and pushing hard to create a circular economy for waste. Across the portfolio, our brands are working towards reducing the environmental impact, including at the consumer use stage.</p> <ul style="list-style-type: none"> <li>• <b>Collection and Recovery:</b> We are driving waste management programmes through tie-ups with various companies/NGOs deploying mass collection, processing, and disposal models. We are also helping consumers to understand waste segregation and disposal methods. We have been collecting and processing more plastic packaging waste from across India than the plastic used in the packaging of our finished products in Calendar Year 2021 and 2022. Over 1,00,000 tonnes of plastic waste have been collected and safely disposed in 2022. We will continue to collect more plastic than we sell going forward as well.</li> <li>• <b>Design and development of alternative packaging:</b> We are working on innovative solutions for accelerated development of alternative packaging and associated Supply Chain capability in order to reduce usage of virgin plastic. We will continue to maximise the usage of recyclable plastic in packaging and aim to use 15% recycled plastics in our packaging by 2025.</li> </ul>	<p>Increased cost of developing sustainable packaging alternatives and risk of fines and penalties associated with non-compliance with statutory EPR regulations.</p> <p>In the long run, initiatives and innovation have the potential to yield positive financial outcomes in the form of reduction in the amount of plastic used, use of recycled plastic and alternative packaging.</p>



# Business Responsibility and Sustainability Report

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3.	Water	Risk	<p>The 2030 Water Resources Group has estimated that India will have only half the water it needs by 2030 for farming, household, and industrial use. Rising water scarcity could impact our operations by reducing demand for products that require excessive water during consumer use or decreasing sales because of reduced product efficacy due to water shortages. Uncertainty in the timing and severity of summer, winter, and monsoon may impact the business adversely.</p>	<p><b>Advocacy:</b> Our advocacy efforts in the area of plastic waste management have been ongoing for the last several years. We believe that plastic is suitable medium for packaging of FMCG products as it's often the lowest carbon footprint option compared to other materials, however, the problem is with respect to plastic waste ending up in the environment. We had advocated amendments to the Plastic Waste Management Rules around the areas of including energy recovery as part of recycling, putting in place a National Framework on Extended Producers Responsibility (EPR) and harmonisation of regulations on plastic waste management between the Central &amp; State Regulations. We are an active member of industry forums that engage with Government on advocacy in this area.</p> <p>We have taken steps to reduce and conserve water across our manufacturing operations. We have delivered a 48% reduction in water usage (cubic meter per tonne of production) in our own manufacturing operations in Financial Year (FY) 2022-23 as compared to the 2008 baseline. We could achieve this by focussing on reducing freshwater abstraction, implementing captive rainwater harvesting, and maximising the use of RO plants.</p> <p>Considering the urgency and importance of water conservation in the communities, we set up Hindustan Unilever Foundation (HUF) in 2010, a wholly owned subsidiary, to create capacity to conserve water. HUF focusses on water conservation, building local community institutions to govern water resources and enhancing farm-based livelihoods through adoption of judicious water practices. So far, HUF along with its partners, has created a cumulative and collective water potential of over 2.6 trillion litres* since its inception over the last decade. To underscore the importance of the water potential created by HUF, 2.6 trillion litres of water is more than the quantity required to meet the drinking water needs of India's population for nearly two years.</p> <p>We have taken the following goals around water:</p> <ul style="list-style-type: none"> <li>Contribute to 3 trillion litres of water potential in India through HUF by 2025;</li> <li>Implement water stewardship programmes in 12 locations in water-stressed areas by 2030.</li> </ul>	<p>Water scarcity can have an adverse impact on our operations, agricultural sourcing and can potentially reduce demand for our products that require water during use.</p> <p>Measures to reduce and conserve water would optimise resource requirement, not just in our operations, but also in the wider communities. This would secure water needs and create enabling environment for future demand of our products.</p>
4.	Sustainable sourcing	Risk	<p>We use many different raw materials to make our products and these are subjected to various sustainability risks. Sustainable sourcing of these materials is fundamental to secure continuous supply and the future growth of the business.</p>	<p>Our Responsible Partner Policy (RPP) (<a href="https://www.hul.co.in/investor-relations/corporate-governance/hul-policies/">https://www.hul.co.in/investor-relations/corporate-governance/hul-policies/</a>) and Unilever Sustainable Agriculture Code (<a href="https://www.hul.co.in/planet-and-society/protect-and-regenerate-nature/">https://www.hul.co.in/planet-and-society/protect-and-regenerate-nature/</a>) are instrumental in ensuring we deliver on business objectives, while making a positive social impact on the lives of millions of people in the supply chains around the world and reducing our environmental impact. We have taken time-bound goals on sustainable sourcing, which are:</p> <ul style="list-style-type: none"> <li>100% sustainable sourcing of our key agricultural crops;</li> <li>Deforestation-free supply chain in palm oil, paper and board, tea, soy and cocoa by 2023.</li> </ul>	<p>Unfavourable conditions can impact our operations and increase the cost of our products.</p> <p>In the longer term, sustainable sourcing of materials can de-risk the supply chain and secure continuous supply, thus enabling opportunities for growth and fulfilling future increase in demand of our products.</p>

\*Assured by external independent firm

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5.	Governance, ethics, and compliance	Opportunity	Our brands and reputation are invaluable assets, and how we operate, contribute to society, and engage with the world around is always under scrutiny. Acting ethically is essential to protect our reputation and brands.	We have strong values, clear policies, guidelines and related learning materials, as well as robust procedures and controls to prevent, detect and respond to any inappropriate behaviour. Our Business Integrity framework ensures that how we do business is fully aligned with our values and applicable laws and regulations of the country. Our Code of Business Principles (CoBP) and Code Policies govern the behaviour of employees, suppliers, and distributors and other third parties, who work with us. Processes for identifying and resolving breaches of Code and Code Policies are clearly defined and regularly communicated throughout the Company.  We, from the very inception, are known to conduct our business with integrity and highest level of governance, which form the bedrock of our business.	We are committed to doing business with integrity and play a positive role in building relationships with customers, suppliers and other third parties. Good governance and ethics not only help increase trust among consumers, investors, and other stakeholders, but also help avoid fines, penalties, and other legal implications.
6.	Human rights	Risk	Potential instances of human rights violations or non-compliance with statutory norms can lead to adverse financial and reputational implications	The respect for human rights is one of the key priorities for us. The aim is to advance and promote respect for human rights in everything we do – the workplace, through its supply chain, distribution chain and through the brands. With our suppliers, peers, industry bodies, trade unions and civil society, we are working to addressing human rights impact and ensuring that all those connected to our value chain are treated with respect, dignity and fairness. In addition to this, our Code of Business Principles (CoBP) upholds the principles of human rights and fair treatment. Our CoBP also conforms to the International Labour Organisation (ILO) principles. The principles of human rights are followed in the same spirit within and outside the organisation when engaging with business partners.	Potential human rights violations and non-compliance can cause damage to corporate reputation and have financial repercussions.
7.	Diversity, equity, and inclusion	Opportunity	We believe that driving equity, diversity, and inclusion strengthens our business. A diverse and inclusive workforce can boost performance, reputation, innovation, and motivation. This will help build a fairer world and strengthen the business.	Diversity equity and inclusion have been core elements of our culture and values. We have set out following goals to promote diversity, equity and inclusion across our business: <ul style="list-style-type: none"> <li>• Achieve an equitable and inclusive culture by eliminating bias and discrimination in our practices and policies;</li> <li>• Accelerate diverse representation at all levels of leadership;</li> <li>• Ensure 5% of our workforce is made up of people with disabilities by 2025;</li> <li>• Procurement spends of ₹2,000 crores annually with diverse businesses by 2025;</li> <li>• Increase the representation of diverse groups in our advertising.</li> </ul>	Diversity, equity and inclusion in our business can boost our performance, drive innovation, help us create balanced work culture and contribute to a fairer, more socially inclusive world.  All of the above will help us attract and retain top quality talent.

The above table represents material topics with a very high priority. For a complete materiality matrix, please refer to our website <https://www.hul.co.in/planet-and-society/sustainability-reporting-centre/materiality-assessment/>. The HUL Compass ESG Goals form a part of the Integrated Annual Report at pages 10 and 11.



# Business Responsibility and Sustainability Report

## Section B- Management and Process POLICY AND MANAGEMENT PROCESSES

	P1 Ethics & integrity	P2 Sustainable products	P3 Employee wellbeing	P4 Stakeholders	P5 Human rights	P6 Environment	P7 Regulatory requirement	P8 Inclusive growth	P9 Consumer and IT
<b>Disclosure questions</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes, we have an ESG Policy, approved by our ESG Committee, which covers all NGRBC principles. In addition to the ESG Policy, we also have various other policies* relevant to NGRBC principles.								
1. b. Has the policy been approved by the Board? (Yes/No)	Yes								
1. c. Web Link of the Policies, if available	Policies can be accessed on the link <a href="https://www.hul.co.in/investor-relations/corporate-governance/">https://www.hul.co.in/investor-relations/corporate-governance/</a> , and some internal policies as applicable to employees are available on our intranet.								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, our Code of Business Principles (CoBP) and Responsible Partner Policy (RPP) extend to value chain partners.								
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea, ISO (e.g. SA 8000, OHSAS, ISO BIS) adopted by your entity	Our CoBP conforms to UNGC guidelines and ILO Principles	Rainforest Alliance, Trustea, Forest Stewardship Council, Roundtable on Sustainable Palm Oil (RSPO), Round Table for Responsible Soya, FSSC 22000	Unilever Occupational Health & Safety Framework based on the OHSAS Safety Management system	Unilever Environmental Care Framework based on ISO 14001 standards	Our CoBP conforms to UNGC guidelines and ILO principles	Unilever Environmental Care Framework based on ISO 14001 standards	Tax Transparency policy is based on OECD principles	CSR disclosures pursuant to Section 135 of the Companies Act, 2013	We fully align our internal cyber security standards and control framework to an industry-recognised framework (CIS top 20 Centre for Internet Security). Advertising Standards Council of India (ASCI) – Code on Fair Advertising to Consumers (we are a founder member of ASCI).
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	We have set specific Environmental, Social and Governance (ESG) goals i.e. 'HUL Compass ESG Goals', serving as our strategy to deliver consistent, competitive, profitable, and responsible growth. We have set an ambitious sustainability agenda to tackle the issues that our consumers and stakeholders care deeply about, such as climate change; protect and regenerate nature; waste-free world; positive nutrition; health and well-being; equity, diversity, and inclusion; raise living standards; and the future of work.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The HUL Compass ESG Goals form a part of the Integrated Annual Report at pages 10 and 11. We constantly monitor the performance towards 'HUL Compass ESG Goals' and take adequate actions wherever required. We have a robust governance mechanism to monitor the progress of our sustainability goals. The Compass leadership team reports the progress to the Chief Executive Officer & Managing Director and Management Committee on a quarterly basis. Our ESG Committee, chaired by an Independent Director & comprising a majority of Independent Directors, assists the Board in overseeing the vision and focus on our strategy relating to ESG as well as monitoring the progress against the stated vision and reviewing the policies and practices, initiatives and goals relating to ESG, ensuring that they remain effective. For details, refer to ESG highlights section of the Integrated Annual Report at pages 36 to 39.								

\*P1: Code of Business Principles (CoBP), Policy on Conflict of Interest, Policy on Prevention of Insider Trading (Share Dealing Code), Anti-corruption and Anti-bribery Policy, Board Familiarisation Programme, Corporate Governance Code, Policy on Related Party Transactions, Whistle Blower Policy, Policy for Determination of Materiality of Events, Code of Conduct for Board and Members of Senior Management  
P2: Responsible Partner Policy (RPP), Business Partner Code, Quality Policy  
P3: CoBP, Safety & Health Policy, Equal Opportunity Policy, Disability Accommodation Policy, Parental Assistance Policy, Reward Policy, Gender Transition Policy, Career Break Policy, Location flexibility and Split Family Arrangement, Travel Policy for New Parents  
P4: CoBP, CSR Policy, Corporate Governance Code  
P5: CoBP, Prevention of Sexual Harassment Policy (POSH), Policy to Support Survivors of Abuse, Whistle Blower Policy, Board Diversity Policy  
P6: Environment, Health & Safety Policy, CoBP  
P7: CoBP, Anti-trust and Fair Competition (as part of CoBP)  
P8: Supplier Diversity & Inclusion Programme, CoBP, CSR Policy  
P9: Cyber Security Policy, Data Privacy Policy, Quality Policy

## 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)

### Dear Stakeholders,

I am pleased to share our first Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2022-23. The report aims to enable our stakeholders to know more about our sustainability performance.

Sustainability is ingrained in our purpose: 'to make sustainable living commonplace'. We are committed to sustainable growth by delivering products that meet the evolving needs of our consumers, while minimising their impact on the environment. We firmly believe that sustainability and profitability go hand-in-hand.

Our Compass Strategy charts a clear pathway for us to embed sustainability into our multi-stakeholder model and achieve our vision of becoming a leader in sustainable business. To transform this vision into reality, we have set forth a series of multi-year, time-bound goals focused on vital areas, such as climate action, protecting and regenerating nature, waste-free world, positive nutrition, equity, diversity, and inclusion, raising living standards, and the future of work. These goals are anchored on three fundamental pillars: improve the health of the planet, improve people's health, confidence, and wellbeing, and contribute to a fairer, more socially inclusive world.

We have made significant progress against 'HUL Compass ESG Goals'. In our own manufacturing operations, we have reduced our CO<sub>2</sub> emissions by 97% (per tonne of production), water usage by 48% (cubic meter per tonne of production) and total waste generated from its factories by 55% (per tonne of production) in FY 2022-23 compared to 2008 baseline. Hindustan Unilever Foundation (HUF) along with its partners, has created a cumulative and collective water potential of over 2.6 trillion litres\* since its inception over the last decade. In Calendar Year 2021 and 2022, we have collected and processed more plastic packaging than we used as packaging materials for our products by maintaining industry-leading standards for balanced pan-India collection. We continue our food reformulation strategy to become a force for good and are committed to doubling the number of products sold that deliver positive nutrition by 2025.

In 2022, we formed an Environmental, Social, and Governance (ESG) Committee at the Board level comprising four Independent Directors and one Executive Director. The ESG Committee is responsible for overseeing and guiding our ESG Strategy, performance and implementation. This includes monitoring and reporting on our progress towards 'HUL Compass ESG Goals', as well as ensuring that our operations align with our purpose.

The Board acknowledges that sustainability is a perpetual voyage and is steadfast in its resolve to enhance our sustainability performance continuously. We will persist in striving to attain 'HUL Compass ESG Goals' by promoting innovation and collaboration throughout our value chain and spearheading progress towards a more sustainable future.

### Sanjiv Mehta

Chief Executive Officer and Managing Director

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

Our CEO & MD is responsible for implementation and oversight of the Business Responsibility & Sustainability policies.

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.

The ESG Committee of the Board is responsible for oversight on sustainability-related matters. The ESG Committee of the Board comprises five Directors (four Independent Directors and one Executive Director).

Sr.

No.	Name of the Director	DIN	Designation	Role
1.	Ashu Suyash	00494515	Independent Director	Chairperson
2.	O. P. Bhatt	00548091	Independent Director	Member
3.	Kalpana Morparia	00046081	Independent Director	Member
4.	Ashish Gupta	00521511	Independent Director	Member
5.	Sanjiv Mehta	06699923	Executive Director	Member

\*Assured by external independent firm



## Business Responsibility and Sustainability Report

### 10. Details of Review of NGRBCs by the Company: Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee

Subject for review	Indicate whether the review was undertaken by the Director/committee of the Board/any other committee									Frequency (annually/half yearly/quarterly/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	All NGRBC related Policies are reviewed by ESG Committee. Additionally, Audit Committee reviews the Code of Business Principles.									ESG Committee – Half yearly basis Audit Committee – Quarterly basis (for CoBP)								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances is done by the Audit Committee									Quarterly basis								

### 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.

Sr. No.	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	We have a robust functional review mechanism complemented with a strong independent internal audit process that covers the working of all key policies. The internal audits are conducted by various external independent firms during the year. In addition to above, relevant third-party assessments are conducted across business units periodically.								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
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)									
Any other reason									



## Section C: Principle-wise Performance

### PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE



**“Each one of us at HUL are governed by our Code of Business Principles that upholds our fundamental value of business integrity across all our operations.”**

**Dev Bajpai**

Executive Director, Legal & Corporate Affairs and Company Secretary

#### Essential indicators:

#### EI-1. Percentage covered by training and awareness programmes on any of the principles during the Financial Year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	6	'HUL Compass ESG Goals', National Guidelines on Responsible Business Conduct (NGRBC) principles, policy framework on human rights, building talent and capabilities, Customer Development, Consumer and Market Insights, Research & Development, Code of Business Principles (CoBP), and fundamental principles of responsible business.	100.0%
Key Managerial Personnel	6		100.0%
Employees other than BoD and KMPs**	1*	Introduction to ESG and Business Responsibility and Sustainability Report (BRSR), Code of Business Principles, Human Rights, Anti-Bribery and Corruption, Data Privacy, Health and Safety and Skill Upgradation	89.5%
Workers**	1*		96.1%

Above table represents HUL's Board of Directors and Key Managerial Personnel.

\* During the year, we had rolled out a comprehensive training module to drive awareness amongst our employees and workers on the topics mentioned above and that is represented in the table. In addition to this, there are various thematic training programs undertaken across the organisation during the year.

\*\* Employees and workers include both permanent and other than permanent/contractual (including part time).

#### EI-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 based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website)

During FY 2022-23, there were no material fines/penalties/punishments/awards/compounding fees/settlements as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 imposed on the Company or its Directors/KMPs.

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

Not Applicable



## Business Responsibility and Sustainability Report

### EI-4. Does the entity have an Anti-Corruption or Anti-Bribery Policy? If yes, provide details in brief and if available, provide a web link to the Policy.

Yes, we have a Policy on Anti-Bribery which can be referred on <https://www.hul.co.in/planet-and-society/business-integrity/>. Our commitment to doing business with integrity requires consistently high standards. We have built a strong reputation for being an ethical, trustworthy company. We have a responsibility to protect that reputation by conducting our business with integrity as we interact with business partners, consumers, and public authorities. Dealings with public officials are particularly high risk, even appearance of illegal conduct could cause significant damage to our reputation. Accordingly, our zero-tolerance approach towards bribery and corruption applies to all our operations and prohibits any kind of bribery.

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

During FY 2022-23, there were no charges of bribery/corruption against our Directors/KMPs/employees/workers.

Category	FY 2022-23	FY2021-22
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	-	-

### EI-6. Details of complaints with regard to conflict of interest:

During FY 2022-23, there were no complaints concerning conflicts of interest against the Directors and KMPs.

Category	FY 2022-23	Remarks	FY 2021-22	Remarks
Number of complaints received in relation to issues of conflict of interest of the Directors	-	-	-	-
Number of complaints received in relation to issues of conflict of interest of the KMPs	-	-	-	-

### EI-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, as we do not have any instances of corruption/conflicts of interest against Directors and KMPs.

## Leadership indicators

### LI-1. Awareness programmes conducted for value chain partners on any of the principles during the Financial Year:

Our Responsible Partner Policy (RPP) sets out the requirements that all our suppliers must comply to do business with us. Our RPP and its Fundamental Principles embody our commitment to responsible, transparent, and sustainable business.

Each fundamental principle of the RPP provides guidance on what HUL expects from its responsible and sustainable suppliers. We are committed to working with our suppliers on this journey of continuous improvement.

We have also verified alignment to and implementation of the RPP's mandatory requirements using supplier self-declarations, online assessments and for designated high-risk countries and supplier types – independent verification, including third-party audits.

No.	Total number of awareness programmes held	Topics/principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes	
1.	1 programme (total of 5,456 vendors were trained through digital medium)	<ul style="list-style-type: none"> <li>• Legal Compliance &amp; Countering Corruption</li> <li>• Safeguarding Information &amp; Property</li> <li>• Sourcing and Manufacturing Products</li> <li>• Freely Agreed Terms of Employment</li> <li>• Free from Discrimination</li> <li>• Free from Harassment</li> <li>• Work is Voluntary</li> <li>• Appropriate Age</li> </ul>	<ul style="list-style-type: none"> <li>• Fair Wages</li> <li>• Reasonable Working Hours</li> <li>• Freedom of Association</li> <li>• Health &amp; Safety</li> <li>• Access to Grievance Mechanisms &amp; Remedies</li> <li>• Land Rights</li> <li>• Protect and Regenerate Nature</li> <li>• Climate Action</li> <li>• Waste-free World</li> </ul>	89.4%

Price Waterhouse Chartered Accountants LLP has assured the topics / principles covered and number of vendors who have undergone awareness programme.

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

Yes, we have adopted Code of Conduct for the Board of Directors, which sets out clear guidelines for avoiding and disclosing actual or potential conflict of interest with the Company. We receive an annual declaration and changes, if any, from time to time, from our Board of Directors and Senior Management, on the Code of Conduct Policy. The Policy is available on our website and can be viewed at <https://www.hul.co.in/investor-relations/corporate-governance/>.

## PRINCIPLE 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE



**“Being pioneers and the largest player in Research & Development in the Indian FMCG industry, our global technologies’ led innovations continue to break barriers to create next-generation products, processes, and packaging that address environmental challenges and delight our ever-evolving consumers.”**

**Vibhav Sanzgi**  
Executive Director, Research and Development

### Essential indicators

**EI-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.**

Category	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	8.1%*	7.6%*	During the year, we have undertaken various sustainability projects to increase energy efficiency, water conservation, plastic reduction, social responsibility under PwD, reduction in salt and sugar in products and sustainable sourcing of raw materials.
Capex	13.0%	7.6%	During the year, we have undertaken capital expenditure on various sustainability projects to increase energy efficiency, eliminate coal usage in our operations, installation of solar plant & windmills, water conservation & harvesting, and occupational health & safety improvement programmes.

\* In addition to this, we benefit from the extensive R&D work undertaken by Unilever Group through the technology licensing arrangement. Projects having positive environmental and social impact of R&D undertaken by the Parent Company will be over and above the reported numbers.

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

Yes, our Responsible Partner Policy (RPP) sets out the requirements that all our suppliers must meet to do business with us. RPP and its fundamental principles embody our commitment to responsible, transparent and sustainable business. This commitment is at the core of our sustainable business strategy, which sets out how we will deliver superior performance by being a purpose-led, future-fit business. In addition to RPP, our Sustainable Agriculture Code is a collection of good practices that aim to codify key sustainability aspects in sourcing. We are building on its long-term commitment to sustainable sourcing by focusing on the agricultural crops to create a positive impact on nature.

We believe that certification is one of the important ways to drive positive change in agricultural supply chains. We are India’s largest tea business and a founding member of trustea (<https://trustea.org/partners/>), the Indian tea industry collaboration on sustainability. By 2023, we are committed to achieving a deforestation-free supply chain by ensuring our raw materials come from verified deforestation and conversion free places.

RPP and Sustainable Agriculture Code are hosted on our website at <https://www.hul.co.in/investor-relations/corporate-governance/hul-policies/> and <https://www.hul.co.in/planet-and-society/protect-and-regenerate-nature/>



## Business Responsibility and Sustainability Report

### EI-2. b. If yes, what percentage of inputs were sourced sustainably?

Around 43%\* of our key crops are sourced sustainably under the Sustainable Agriculture Code. This includes tea, palm oil, paper and board, cereal, sugar, dairy, cocoa, coconut oil, soy, starches and vegetables & herbs, which make up more than two-third of our agricultural raw material volumes. We are working to reach 100% sustainable sourcing of our key crops. Through focused programs, we have achieved sustainable sourcing for 95% of our total paper and board, 82% of our total tomatoes and 69% of our total tea procured during the Calendar Year 2022.

### EI-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.

There are mainly two categories of material that are reclaimed:

- (a) **Damaged and expired finished goods:** There is comprehensive standard operating procedure (SOP) for safe handling and disposal of expired/damaged stocks returned from market and depots. These goods are either safely disposed off or recycled.
- (b) **Plastic waste as part of Extended Producer Responsibility (EPR):** We collect plastic waste under EPR across India. The plastic waste is collected and safely disposed in an environment-friendly manner or recycled depending upon its category and quality, as per applicable rules and regulations.

### EI-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, EPR is applicable and it aligns with the plan submitted to the Central Pollution Control Board. EPR plan is executed through tie-ups with waste management agencies. Our plastic waste collection is brand-agnostic. Collection network spans across 36 States and Union Territories of India, with a coverage across urban and rural locations in the country. We have been collecting and processing more plastic packaging waste from across India than the plastic used in the packaging of our finished products in Calendar Year 2021 and 2022. Over 1,00,000 tonnes of plastic waste have been collected and safely disposed across the country with the help of the collection partners in 2022.

## Leadership indicators

### LI-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?

Our products are covered by Life Cycle Assessments (LCA) conducted by our Parent Company (Unilever PLC). Unilever conducts LCAs compliant with ISO 14040, either internally with in-house LCA experts or using external partners. LCA involves studying the environmental impacts of a product – from the sourcing of raw materials to product manufacture, distribution, consumer use and safe disposal. Unilever applies internationally accepted impact assessment methods, such as harmonised life cycle impact assessment method (ReCiPe) and the European International Reference Life Cycle Data System (ILCD 2011) midpoint methods. Unilever is currently co-funding a second LCA on sustainable palm oil and the World Foods Life Cycle Database Initiative. Unilever is sponsor of the United Nations Environment Programme (UNEP) Life Cycle Initiative (LCI) that aims to support the application of LCA for policymaking and decision-making.

Unilever also conducts an annual simplified LCA exercise on representative products across 14 countries, including India. The methodology is consistent with ISO 14040 and was recognised by the UNEP as one of the finest examples of an organisational LCA.

In 2022, we used a simplified LCA to map the carbon footprint of our products. The analysis was conducted to understand the key challenges in our ambition to achieve Net Zero emissions for all our products from sourcing to point of sale by 2039. A key area of focus was the raw material footprint (Scope 3 emissions – purchased goods), which are related to the emissions from our suppliers and their corresponding feedstocks. We have also included the impact of packaging, inbound and outbound logistics (including retail-related emissions) and disposal of the products (post-consumer use i.e., biodegradation of chemicals and incineration of plastic packaging).

\* This indicator is assured for Calendar Year 2022 which consists of percentage of inputs sourced sustainably for 12 key crops identified by HUL.

Name of Product/Service	All major brands across Home Care, Beauty and Personal Care, Food and Refreshment
% of total Turnover contributed	Majority of HUL Turnover is covered
Boundary for which the Life Cycle Perspective/Assessment was conducted	Simplified LCA was conducted to map GHG emissions covering all raw material inputs up to the final disposal phase
Whether conducted by independent external agency (Yes/No)	Assessment was conducted by internal agency (Safety and Environment Assurance Centre)
Results communicated in public domain (Yes/No). If yes, provide the web-link	Results are currently not communicated in the public domain

**LI-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.**

We have undertaken a detailed exercise to identify ESG risks considering issues that impact our business and are also important to our stakeholders. Some of the key risks inter alia are climate change, water, packaging & waste, and sustainable sourcing.

LCA approaches have identified that Scope 3 emissions are a significant contributor to our emission footprint.

**Raw material sourcing and production** represents a significant contribution to the total life cycle impact of our products and therefore, we are committed to a deforestation-free supply chain in palm oil, paper & board, tea, soy, and cocoa by 2023. In addition, we will contribute to the Unilever ambition to help protect and regenerate 1.5 million hectares of land, forests, and oceans by 2030 and achieve 100% sustainable sourcing of our key agricultural crops.

We are asking our existing suppliers to adopt carbon reduction targets to cut their emissions and we're prioritising partnerships with new suppliers, who already have science-based emissions targets in place. One example of this is the work we are doing to support a subset of suppliers whose materials have been assessed as having the most significant impact on climate. Within this group of 300 suppliers, we have detected a range of climate capabilities and will offer hands-on guidance and access to tools and resources to support those that need it.

In our Home Care business, we are committed to reducing the use of virgin fossil carbon in the products by using renewable and recycled carbon sources. For example, we are partnering with Tuticorin Alkali Chemicals and Fertilisers Ltd (TFL) and Carbon Clean Solutions (CCSL) who have developed cutting-edge technologies, to capture the CO<sub>2</sub> from use of energy in their production processes and turn it into soda ash (Sodium Carbonate). The soda ash from this partnership is an important ingredient in our detergents products like Rin, Wheel, Surf and Vim ([Unilever Partners with Purpose Awards 2020 winners - https://www.unilever.com/files/2f92f941-e4cb-417e-b481-dd2c04bb5722/UPWP%20Awards%202020%20winners.pdf](https://www.unilever.com/files/2f92f941-e4cb-417e-b481-dd2c04bb5722/UPWP%20Awards%202020%20winners.pdf)).

**Sustainable palm:** Today, soap bar manufacturers mainly use palm oils as the source of fatty acids, and these are grown in Southeast Asia, Central & West Africa, and Central America. Palm oil plantations are under increasing scrutiny for their effects on the environment, including deforestation, leading to loss of carbon-sequestering, biodiverse forest land as well as use of peat land for cultivation releasing large quantities of GHG into the atmosphere. There is also concern over displacement and disruption of human & animal populations and exploitation of indigenous populations due to palm oil cultivation. Unilever has pioneered the sustainable sourcing and production of palm oil and is committed to moving to NDPE Palm [NDPE refers to No Deforestation, No Expansion on Peat, and No Exploitation] by the end of 2023, which is a significant commitment to sustainability.

**Soaps:** Soap bars comprising more than 80% soap molecules (>70% TFM – Total Fatty Matter) account for a large part of the palm footprint in non-edible usage. Ensuring availability and managing the environmental impacts of increased oil consumption are challenges faced by the soap industry today. Unilever R&D is committed to and is already developing novel technologies to manufacture soap bars that meet the desired functionality, while reducing the palm footprint significantly, and helping address climate change through lower greenhouse gas emissions/carbon footprint products. Further, from a consumer point of view, these products will potentially allow for better affordability and sensory properties, which are desired by consumers.

**Water:** With regard to use of water in life cycle of our products, consumer use phase represents majority of our product's water footprint for instance in the case of detergent products. One of our recent innovations involves the launch of detergent products (e.g, Surf excel Quick wash powder) that are designed to address the quantum of water requirement in the consumer use phase. The breakthrough product technology allows automatic foam reduction during the rinse stage of the hand washing process, thereby reducing amount of water required for rinsing.



## Business Responsibility and Sustainability Report

**Plastic circularity:** Plastic packaging needs to be recycled in environmentally friendly ways to build a circular economy. Therefore, we have set ambitious targets to ramp up the use of recycled plastic and only use reusable, recyclable or compostable plastic packaging (<https://www.hul.co.in/planet-and-society/waste-free-world/>). We have achieved plastic neutrality in Calendar Year 2021 and 2022, i.e., collecting back more plastic packaging than we send to market by maintaining industry-leading standards for balanced pan-India collection. We currently use post-consumer recycled (PCR) plastic in the packaging for many of our brands (e.g., Surf excel, Comfort, Vim Dishwash Liquid, etc.), and have eliminated plastic from all the soap cartons. We have also installed 'Smart fill' stations in a few locations to enable consumers to refill their plastic bottles with our Home Care liquid products.

### LI-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).

Plastic packaging needs to be recycled in environmentally friendly ways to build a circular economy. We have set ambitious targets to ramp up the use of recycled plastic and only use reusable, recyclable or compostable plastic packaging (<https://www.hul.co.in/planet-and-society/waste-free-world/>). By 2025, we aim to reduce the amount of virgin plastic we use in our packaging and use 15% recycled plastic.

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23	FY 2021-22
Plastic packaging	2.9%*	2.7%*

\* Basis the management approach of computing % of recycled plastic as post-consumer recycled plastic procured on a base of total plastic footprint in the finished goods sold during the Financial Year.

### LI-4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Product	FY 2022-23			FY 2021-22		
	Re-used	Recycled	Safely disposed	Re-used	Recycled	Safely disposed
Plastics (including packaging) (MT)*	-	-	1,12,802**	-	-	1,18,513**
E-waste	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-
Other waste – Expired and damaged products (MT)	-	207	9,288	-	43	11,309

\* Collected under Extended Producer Responsibility based on information received from waste management agencies as on 31st March 2023.

\*\* Part of safely disposed plastic is also recycled, however, due to practical difficulty in traceability of such recycled plastics, entire quantum is reported as safely disposed.

### LI-5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

S. No.	Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
1.	Expired and damaged products (Depot and Market Return)	0.2%
2.	Plastic waste	94.9% of total plastic packing packaging materials

## PRINCIPLE 3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELLBEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS



“We aim to create a work culture that brings out the best in our people and allows them to thrive. Alongside safety at work, supporting the holistic wellbeing of our teams covering physical, mental, and emotional health will always be our priority.”

**Anuradha Razdan**  
Executive Director, Human Resources

### Essential indicators

#### EI-1. a. Provide details of measures for the wellbeing of employees

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day-care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent employees</b>											
Male	5,700	5,700	100.0%	5,700	100.0%	NA	NA	5,438	95.4%	5,297	92.9%
Female	2,019	2,019	100.0%	2,019	100.0%	2,019	100.0%	NA	NA	1,537	76.1%
<b>Total</b>	<b>7,719</b>	<b>7,719</b>	<b>100.0%</b>	<b>7,719</b>	<b>100.0%</b>	<b>2,019</b>	<b>100.0%</b>	<b>5,438</b>	<b>95.4%</b>	<b>6,834</b>	<b>88.5%</b>
<b>Other than permanent employees</b>											
Male	190	189	99.5%	189	99.5%	NA	NA	185	97.4%	-	0.0%
Female	121	120	99.2%	120	99.2%	121	100.0%	NA	NA	-	0.0%
<b>Total</b>	<b>311</b>	<b>309</b>	<b>99.4%</b>	<b>309</b>	<b>99.4%</b>	<b>121</b>	<b>100.0%</b>	<b>185</b>	<b>97.4%</b>	<b>-</b>	<b>0.0%</b>

#### EI-1. b. Details of measures for the wellbeing of workers

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day-care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent workers</b>											
Male	10,900	10,900	100.0%	10,900	100.0%	NA	NA	10,900	100.0%	10,829	99.3%
Female	351	351	100.0%	351	100.0%	351	100.0%	NA	NA	351	100.0%
<b>Total</b>	<b>11,251</b>	<b>11,251</b>	<b>100.0%</b>	<b>11,251</b>	<b>100.0%</b>	<b>351</b>	<b>100.0%</b>	<b>10,900</b>	<b>100.0%</b>	<b>11,180</b>	<b>99.4%**</b>
<b>Other than permanent workers</b>											
Male	8,306	8,306	100.0%	8,306	100.0%	NA	NA	-	0.0%	8,288	99.8%
Female	550	550	100.0%	550	100.0%	550	100.0%	NA	NA	550	100.0%
<b>Total</b>	<b>8,856</b>	<b>8,856</b>	<b>100.0%*</b>	<b>8,856</b>	<b>100.0%</b>	<b>550</b>	<b>100.0%</b>	<b>-</b>	<b>0.0%</b>	<b>8,838</b>	<b>99.8%**</b>

\* Health insurance coverage as per ESIC for Other than Permanent Worker is 100% in all locations where ESIC is applicable as per statutory requirement. Out of the 29 operating factories under the scope of reporting, 9 factories are in locations where there is no Employees' State Insurance (ESI) coverage.

\*\* Two of our sites i.e. Tatapuram and Mangalore have less than 50 workers which doesn't meet the minimum threshold for running a day care centre. This is also in line with the requirements of Section 11A of Maternity Benefit Acts.



## Business Responsibility and Sustainability Report

### EI-2. Details of retirement benefits, for current and previous Financial Years

Benefits	No. of employees covered as a % of total employees (FY 2022-23)	No. of workers covered as a % of total workers (FY 2022-23)	Deducted and deposited with the authority (Y/N/N.A.) (FY 2022-23)	No. of employees covered as a % of total employees (FY 2021-22)	No. of workers covered as a % of total workers (FY 2021-22)	Deducted and deposited with the authority (Y/N/N.A.) (FY 2021-22)
PF	100.0%	100.0%	Yes	100.0%	100.0%	Yes
Gratuity	100.0%	100.0%	Not applicable	100.0%	100.0%	Not applicable
ESI*	1.9%	0.9%	Yes	2.8%	2.0%	Yes

\*As per the ESI Regulation, 100% of the eligible employees and workers have been covered under the benefits.

### EI-3. 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.

We recognise the importance of meeting the requirements of the Rights of Persons with Disabilities Act, 2016 and are taking proactive steps to support the needs of individuals with disabilities. Our Company has implemented various measures to provide accessible infrastructure, including ramps, tactile flooring, induction loop system for hearing impaired, lowered reception desk for wheelchair access, elevator voice annunciator, evacuation chair, braille signages, all gender accessible toilets, accessible parking, fire alarm flasher, automated sliding doors, and accessible guest room in several factories and offices. Additionally, we are preparing the remaining factories and offices for accessibility infrastructure and aim to achieve certification for 100% of our sites with the Minimum Mandatory Standards required under the Persons with Disabilities Act. We believe that accessibility is an essential aspect of social responsibility and are persistent in our efforts to create an inclusive environment for everyone.

### EI-4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a weblink to the policy.

Yes, we have an equal employment opportunity policy, which can be referred to on <https://www.hul.co.in/investor-relations/corporate-governance/hul-policies/hr-policies/>. We continue to believe that our policies regarding equal employment opportunities are necessary not only to comply with state and local laws and obligations, but also because they are in line with our core values and represent an important contribution to the communities in which we live and work. We have set clear goals to eliminate any bias and discrimination in our policies and practices, accelerate diverse representation in our workforce, and remove barriers for people with disabilities. We have a clear goal to have 5% of our workforce represented by people with disabilities by 2025.

### EI-5. Return to work and retention rates of permanent employees and workers that took parental leave

We understand the needs of our employees, who are planning to or have recently become parents, to take paid leave to experience this beautiful phase and nurture a bond with their young child. We also extend maternity and paternity leave with full pay and benefits to parents, who are legally adopting a child. This benefit is also extended to same sex partners, where the partner who is a primary care giver is eligible for paid leave and benefits as applicable for maternity, and who is a secondary care giver is eligible for paid leave and benefits as applicable for paternity.

Gender	Permanent employees (FY 2022-23)		Permanent workers (FY 2022-23)	
	Return-to-work rate	Retention rate	Return-to-work rate	Retention rate
Male	100.0%	100.0%	100.0%	100.0%
Female	96.4%	86.0%	100.0%	94.7%
<b>Total</b>	<b>99.2%</b>	<b>95.7%</b>	<b>100.0%</b>	<b>99.5%</b>



### EI-6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

Category	Yes/no (If Yes, then give details of the mechanism in brief)
Permanent workers	Yes. Grievances received at the factories are duly acknowledged and recorded in the grievance register and these are regularly monitored. Workers can raise grievances at <a href="https://app.convercent.com/en-us/LandingPage/99b958aa-55a1-e611-80d3-000d3ab1117e">https://app.convercent.com/en-us/LandingPage/99b958aa-55a1-e611-80d3-000d3ab1117e</a> (an online portal for raising concerns and grievances), which also allows filing of anonymous complaints. We also have a Whistle Blower Policy <a href="https://www.hul.co.in/investor-relations/corporate-governance/">https://www.hul.co.in/investor-relations/corporate-governance/</a> , a dedicated hotline (000 800 100 7096), and an email ID ( <a href="mailto:cobp.hul@unilever.com">cobp.hul@unilever.com</a> ) for raising code* and non-code related breaches.
Other than permanent workers	
Permanent employees	Yes. We have grievance drop boxes at the office premises, where employees can share their grievances and these are regularly monitored. Employees can raise grievances at <a href="https://app.convercent.com/en-us/LandingPage/99b958aa-55a1-e611-80d3-000d3ab1117e">https://app.convercent.com/en-us/LandingPage/99b958aa-55a1-e611-80d3-000d3ab1117e</a> (an online portal for raising concerns and grievances), which also allows filing of anonymous complaints. There is also a Whistle Blower Policy <a href="https://www.hul.co.in/investor-relations/corporate-governance/">https://www.hul.co.in/investor-relations/corporate-governance/</a> , a dedicated hotline (000 800 100 7096), and an email ID ( <a href="mailto:cobp.hul@unilever.com">cobp.hul@unilever.com</a> ) for raising code and non-code related breaches.
Other than permanent employees	

\*Code of Business Principles (CoBP) can be referred to on (<https://www.hul.co.in/investor-relations/corporate-governance/hul-policies/hr-policies/>)

### EI-7. Membership of employees and workers in association(s) or union(s) recognised by the listed entity:

All the employees and workers are free to exercise their right to form and/or join trade unions, refrain from doing so, or bargain collectively. This also ensures that compensation is fair and that all the factories and offices are covered by long-term settlements.

Category	FY 2022-23			FY 2021-22		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or union (D)	% (D/C)
<b>Total permanent employees</b>	<b>7,719</b>	-	<b>0.0%</b>	<b>7,591</b>	-	<b>0.0%</b>
Male	5,700	-	0.0%	5,790	-	0.0%
Female	2,019	-	0.0%	1,801	-	0.0%
<b>Total permanent workers</b>	<b>11,251</b>	<b>9,546</b>	<b>84.8%</b>	<b>11,636</b>	<b>10,107</b>	<b>86.9%</b>
Male	10,900	9,330	85.5%	11,464	9,967	86.9%
Female	351	216	61.5%	172	140	81.4%

### EI-8. Details of training given to employees and workers

We have a robust and diverse agenda to impart skills to employees and workers through various training programmes.

Category	FY 2022-23					FY 2021-22				
	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)
<b>Employees</b>						We have a robust and diverse agenda to impart skills to our employees and workers through various training programmes. Until FY 2021-22, every training was tracked separately on different platforms. We have now implemented a centralised tracking mechanism in FY 2022-23 to monitor training across the organisation.				
Male	5,890	5,410	91.9%	5,410	91.9%					
Female	2,140	1,779	83.1%	1,779	83.1%					
<b>Total</b>	<b>8,030</b>	<b>7,189</b>	<b>89.5%</b>	<b>7,189</b>	<b>89.5%</b>					
<b>Workers</b>										
Male	19,206	18,491	96.3%	18,491	96.3%					
Female	901	842	93.4%	842	93.4%					
<b>Total</b>	<b>20,107</b>	<b>19,333</b>	<b>96.1%</b>	<b>19,333</b>	<b>96.1%</b>					



## Business Responsibility and Sustainability Report

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

We are a performance-driven organisation with robust Performance Management System. At the start of every performance year, basis business priorities each unit/function crafts their flexible goals, which include business and development-related objectives. The achievements against these goals are assessed at the end of the year with regular feedback given throughout the year to ensure that people deliver their best. We provide our employees the best horizontal and vertical exposure to ensure we are developing leaders for the future. For the workers in the factories, performance is evaluated annually through our in-house Performance Leaders Appraisal System. Workers are assessed on their performance for their assigned jobs against set standards and the same is communicated.

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	5,700	5,321	93.4%	5,790	5,527	95.5%
Female	2,019	1,721	85.2%	1,801	1,638	90.9%
<b>Total</b>	<b>7,719</b>	<b>7,042</b>	<b>91.2%</b>	<b>7,591</b>	<b>7,165</b>	<b>94.4%</b>
<b>Workers</b>						
Male	10,900	10,896	99.9%	11,464	9,486	82.7%
Female	351	351	100.0%	172	172	100.0%
<b>Total</b>	<b>11,251</b>	<b>11,247</b>	<b>99.9%</b>	<b>11,636</b>	<b>9,658</b>	<b>83.0%*</b>

\* As per the Company's policy, every employee / worker is eligible for an annual performance and career development review. At HUL, we follow a Calendar Year cycle i.e., January to December for performance and career development review. In the above table, % of employees / workers not covered are largely those who have joined the organisation in the period January 2023 to March 2023 and will be covered in next year's performance review.

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

A robust health and safety management system has been set up for all employees and workers. Our occupational health and safety is governed by our Occupational Health and Safety (OHS) Framework Standards. We are committed to providing a safe and healthy work environment for those working on, visiting, or living near our operations. Management at all levels is responsible and accountable for the occupational safety and health performance of the employees and workers.

During FY 2022-23, our factory in Haridwar was awarded the 'OHSSAI Gold Award', while our factories in Orai and Kolkata were awarded the 'OHSSAI Silver Award' for OHS excellence in the Manufacturing sector. Besides this, our R&D centres in Mumbai and Bangalore were also recognised by the National Safety Council for their exceptional safety performance and culture.

### EI-10. b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

We conduct risk assessments based on the HUL Occupational Health and Safety Risk Assessment Methodology. Occupational health and safety risk assessment is integral to the organisation's development and management of change processes. For routine tasks, a thorough risk assessment exercise is conducted, and adequate controls are put in place to mitigate the identified risks. Risks arising due to introduction of new plant, equipment, processes or methods of working are addressed through the management of change process.

For non-routine tasks, the risks are governed by the permit-to-work process. The process involves identifying the hazards associated with the facilities and the work involved and outlining the controls to eliminate or reduce hazards. A Job safety assessment is developed for each permitted work task and displayed with the permit.

### EI-10. c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (yes/no)

Yes, workers are encouraged to report work related hazards through offline as well as online modes. Adequate measures are taken to mitigate these hazards and the measures are communicated to the workers.

### EI-10. d. Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (yes/no)

Yes, the employees and workers have access to non-occupational medical and healthcare services. Employees and workers can avail cashless medical services from a chain of hospitals across the country through the insurance coverage extended by the organisation.

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

Safety incident/number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	0.14
	Workers	0.13	0.14
Total recordable work-related injuries	Employees	2	5
	Workers	19	16
No. of fatalities	Employees	-	2
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

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

We make every effort to integrate safety into all business processes. Our safety and health management system is based on the principle of plan, do, check and act. Credible risks are evaluated, and adequate actions are taken to mitigate this risk. Safety incidents are reported, investigated and lessons learnt are communicated widely within the organisation. This is underpinned by continuous improvement objectives and periodic reviews through the Safety and Health Sub-Committees, each headed by a Management Committee Member to ensure that we achieve our targets. A robust audit mechanism is in place to verify compliance to internal standards as well statutory requirements.

A safety culture is promoted by undertaking behavioural interventions at all levels and disseminating the importance of safety as a personal value. Positive safety behaviours are promoted, while unsafe behaviours are corrected through established procedures. A comprehensive emergency response plan and related facilities are maintained at all sites and employees are trained to respond accordingly.

Our team consisting of over 50 experienced and well-trained medical professionals (part time and full time) is committed to maintaining a safe and healthy working environment. For instance, all employees can benefit from periodic health evaluations for health issues, access to market-leading medical care, and a host of other support facilities.

**EI-13. Number of complaints on the following made by employees and workers**

At factories, there is a formal grievance redressal mechanism for workers along with defined escalation matrix to ensure timely closure of complaints. In addition to these, complaints can also be raised through our online portal i.e., 'Convercent Tool', which is available on our website (<https://app.convercent.com/en-us/LandingPage/99b958aa-55a1-e611-80d3-000d3ab1117e>)

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	-	-	-	-	-	-
Health and safety	5	2	-	-	-	-

**EI-14. Assessments for the year:**

We have a robust mechanism in place to assess all our premises on health and safety and working conditions. All our sites undertake a Positive Assurance Review (PAR) to track the effectiveness of these parameters in the operations.

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100.0%
Working conditions	100.0%



## Business Responsibility and Sustainability Report

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

We investigate all recordable incidents to identify the root causes and implement actions to avoid repeat incidents. We ensure closure of all gaps identified during internal and external audits/assessments in a timely manner. During FY 2022-23, we have strengthened the Safe Travel Policy and the safe travel campaign for all employees, introduced defensive driving techniques training for truck drivers enabling them to drive more responsibly. We have also launched focused programmes for electrical and conveyor safety involving thorough assessment against standards and prompt gap closure. We have worked on dissemination and implementation of learning from past incidents to eliminate similar incidents in the future and strengthened the medical emergency response plan to enable faster response time in case of emergencies.

### Leadership indicators

#### LI-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, we extend requisite support in the form of ex-gratia to the legal heirs of all full-time employees and workers in the event of death during their service with us.

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

Our Responsible Partner Policy (RPP) includes a set of mandatory requirements, which all our suppliers need to meet to do business with us. Under RPP, value chain partners are required to comply with all applicable laws and regulations of the country, where operations are undertaken.

#### LI-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:

Category	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	-	2	-	2*
Workers	-	-	-	-

\* In both the above cases, we offered suitable employment to the family member of the deceased employee. However, employment was taken up in one case only, given that in the other case, the family member did not wish to avail the offer as they were suitably employed in other organisation.

#### LI-4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No)

Yes, we conduct retirement workshops for retiring employees. Rewards team and Human Resources team conducts financial wellbeing sessions periodically and extend support in outplacements for redundancy cases. Further, with the 'Future Fit' model, we upskill our workforce to equip them with digital and non-digital skills, which further helps honing their existing set of skills.

#### LI-5. Details on assessment of value chain partners

Our Responsible Partner Policy (RPP) sets out the requirements that all our suppliers must meet to do business with us. Our RPP and its Fundamental Principles embody our commitment to responsible, transparent, and sustainable business.

Each fundamental principle of the RPP provides guidance on what we expect from our responsible and sustainable suppliers. We are committed to working with our suppliers on this journey of continuous improvement.

We also verify alignment to and implementation of the RPP's mandatory requirements using supplier self-declarations, online assessments and – for designated high-risk countries and supplier types – independent verification, including third-party audits.

Category	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	We conduct periodic risk assessment of our suppliers using country risk and commodity risk data from external third-party risk data providers. As on 31st March 2023, 77.8% of the suppliers (by value of business done) have undergone risk assessment and are compliant.
Working conditions	

### LI-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.

We expect our partners and their employees or contractors to report actual or suspected breaches of our RPP. We will investigate any non-conformity reported in good faith and discuss findings with the partner. If remediation is needed, we work with the partner to identify the root causes of the issue and to develop a time-bound corrective action plan to resolve the failure effectively and promptly. By working together with partners to overcome any issues, we support the betterment of their business and, most importantly, promote respect for human rights.

We conduct regular audits and both audit companies and suppliers have responsibility to input and update the system to provide us with the outcome of the audit. Audit companies need to upload audit documentation and the outcome of the initial and follow-up audits, while suppliers are required to input corrective actions against each non-conformance identified; both within specified timeframes.

### PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS



**“At Hindustan Unilever, we take pride in our business being a force for larger good. We believe in creating long-term value by caring for all our stakeholders comprising of our consumers, customers, employees, shareholders, business partners, and above all, the planet and society.”**

**Madhusudan Rao**  
Executive Director, Beauty and Personal Care

### Essential indicators

#### EI-1. Describe the processes for identifying key stakeholder groups of the entity

We have established a robust process for identifying stakeholders and engaging with them to strengthen the partnership. We have undertaken a 360-degree review of our business value chain to identify our key stakeholder groups and mapped stakeholder engagement mechanism. There are six key stakeholder groups critical to our success: Consumers, Customers, Suppliers and Business Partners, Our People, Planet & Society and Shareholders.

#### EI-2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group

S. No.	Stakeholder group	Whether identified as vulnerable and marginalised 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
1	Consumers	No	Phone, email, social media channel, brands website, consumer surveys and Digital Voice of Consumers	Ongoing	Product quality and safety, information on products, fair and competitive pricing, complaints, queries, feedback, praise, and suggestions
2	Customers	No	Phone, email, website, sales-force engagements, eB2B app 'Shikhar' and customer conferences	Ongoing	Product quality and safety, information on products, timely delivery, service level, training on technology and process capabilities
3	Suppliers and Business Partners	No	Phone, email, Convercent helpline, supplier meeting, audit, survey and evaluation	Ongoing	New business opportunities, supplier transparency, adherence to our RPP and Business Partner Code, sustainability and ESG, value chain efficiency, payments, and purchase prices



## Business Responsibility and Sustainability Report

S. No.	Stakeholder group	Whether identified as vulnerable and marginalised 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
4	Our people	No	Surveys, townhalls, workshops, training, induction programmes, grievance handling process, and performance appraisal	Ongoing	Career development, diversity and equal opportunity, health and safety, skill upgradation, learning and development, organisational culture/ workplace, and grievances.
5	Planet and Society	No	Field visits, CSR projects and engagements, brand activations and campaign, community needs assessment, and website	Ongoing	Climate actions; environmental protection and regeneration; a waste-free world; positive nutrition; health and well-being; equity, diversity, and inclusion; the future of work; and water stewardship
6	Shareholders	No	Phone, email, annual report, results announcements, microsite on performance highlights, media releases, Capital Markets Day, Annual General Meeting (AGM) and website	Ongoing, Quarterly	AGMs allow shareholders to communicate directly with the Board of Directors and the Management Committee. Capital Markets Day and quarterly Earnings calls allow investors to engage with the management of company on business strategy and performance. We have dedicated email IDs through which our Investor Service Department engages with shareholders to resolve their queries and grievances.

\*While we have marked 'no' above as these stakeholders are not vulnerable and marginalised in entirety, we are consciously involved in uplifting the vulnerable and marginalised segments for these stakeholders. For e.g. we work towards giving equal opportunities to 'Persons with disabilities', procurement from MSME / diverse suppliers, etc.

### Leadership indicators

#### LI-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.

We strive to grow our business, while protecting the planet and doing good for the community. We believe that to generate superior long-term value, we need to care for all our stakeholders: consumers, customers, employees, shareholders, business partners, and above all, the planet and society. We call it the multi-stakeholder model of sustainable growth. The CoBP and Code Policies guide how we interact with our key stakeholders. All engagements are conducted transparently, with honesty, integrity, and openness.

Our engagement with our broader stakeholder community is undertaken by respective functions in consultation with the leadership team and overseen by the ESG Committee. Feedback from different stakeholder groups on environmental, social or economic topics is shared with the ESG Committee of the Board. We also have a CSR Committee to review, monitor, and provide strategic direction to our CSR practices and social initiatives.

#### LI-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

Stakeholder consultation is of utmost importance to us, as we live in an uncertain and constantly changing world. In order to create long-term value, we take steps to understand each stakeholder group's needs and priorities through several mediums, including direct engagement or via delegated committees and forums.

We conduct a sustainability materiality assessment to identify and prioritise sustainability issues across our value chain so that we can focus on the key issues affecting our stakeholders. A sustainability issue is material to us, if it is considered a principal risk or an element of a principal risk that could impact our business or performance or if our key stakeholders deem it important. In addition, we use stakeholder insights to gauge the relative importance of each issue.

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

We engage with vulnerable/marginalised stakeholder groups through the CSR outreach programmes. The programmes are not just limited to philanthropy, but also encompass holistic community development, institution-building, and sustainability-related initiatives, while focusing on vulnerable and marginalised groups. The CSR Policy aims to provide a dedicated approach to community development in water conservation, health and hygiene, skill development, providing livelihood opportunities, social advancement, gender equality, empowerment of women, environmental sustainability, and rural development.

Further, as a part of 'HUL Compass ESG Goals', we plan to spend ₹2,000 crores annually with diverse suppliers by 2025, focusing on (but not limited to) women, differently-abled people, and other marginalised sections of society.

Some of the key actions to address the concerns of vulnerable/marginalised groups through various initiatives are listed below:

**Project Shakti:** An initiative to financially empower and provide livelihood opportunities to women in rural India, launched by HUL in 2001. Project Shakti has positively impacted the livelihoods, confidence, and self-esteem of women with enhanced skills and entrepreneurial mindsets. We have over 1,90,000 Shakti entrepreneurs spread across 18 States.

**Water conservation programme:** Hindustan Unilever Foundation (HUF) is a not-for-profit company set up in 2010 to support and amplify scalable solutions to address India's water challenges, specifically in rural communities that intersect with agriculture. HUF along with its partners has delivered a cumulative and collective water potential of over 2.6 trillion litres\* since its inception over the last decade through improved water supply and demand management, over 1.7 million tonnes of additional agricultural and biomass production, and over 110 million person-days of employment. To underscore the importance of the water potential created by HUF; 2.6 trillion litres of water is more than the quantity required to meet the drinking water needs of India's population for nearly two years.

**Asha Daan:** Asha Daan is a home in Mumbai for abandoned and differently abled children, HIV positive people and destitute. Since the inception of Asha Daan in 1976, HUL has been looking after the maintenance and upkeep of the premises. Managed by the Missionaries of Charity (founded by Mother Teresa), Asha Daan provides shelter to over 350 - 400 inmates. The home is located in 50,000-square feet plot owned by HUL and under our CSR program, we have commenced work to set up proper drainage and ventilation systems, create additional leisure space for inmates to walk, and develop a play area for children.

**Prabhat:** Prabhat is our sustainable community development initiative that aims to create sustainable and inclusive communities. It builds on local community needs at a grassroot level, in line with India's development agenda and the UN Sustainable Development Goals (SDGs). The initiative has positively benefitted nearly 9 million people in the last nine years.

**Ankur:** Ankur was set up in 1993 as a centre for special education for differently abled children at Doom Dooma in Assam. Ankur has provided free special educational, vocational, and rehabilitative training to over 350 children with physical and cognitive impairments from underprivileged backgrounds.

**Sanjeevani:** A free mobile medical service camp called 'Sanjeevani' has been set up to cater to the local community near our manufacturing location in Doom Dooma in Assam.

**Suvidha:** The Community Hygiene Centre - 'Suvidha' is a first- of-its-kind urban water, hygiene and sanitation community centre, that was first set up at Ghatkopar, Mumbai. The biggest Suvidha centre is in Dharavi, Mumbai and is one of the largest community toilets in India. In 2023, we built five new Suvidha centres and as on March 2023, we have 12 Suvidha centres in Mumbai along with our partners, giving access to clean water, sanitation and laundry facilities to over 3 lakhs people.

**'Samavesh' and 'Ahilya':** 'Samavesh' is our project to improve women participation in our factory shop floors and with our 'Ahilya' initiative, we are empowering women to become sales professionals. We have over 850 women as shopfloor employees across our manufacturing locations and have onboarded over 1000 women in sales.

**Inclusion of person with disabilities (PwDs):** We are committed to including persons with disabilities in our employment ecosystem and workforce. Our ambition is to achieve 5% of our workforce to be made up of people with disabilities by 2025.

\*Assured by external independent firm

## Business Responsibility and Sustainability Report

### PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS



**“We strongly uphold the principle of human rights and fair treatment within our organisation as well as while engaging with our business partners and stakeholders outside our organisation. We stay committed to help build a more inclusive world where everyone matters”**

**Kedar Lele**  
Executive Director, Customer Development

### Essential indicators

**EI-1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:**

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	7,719	6,981	90.4%			
Other than permanent	311	208	66.9%			
<b>Total employees</b>	<b>8,030</b>	<b>7,189</b>	<b>89.5%</b>			
<b>Workers</b>						
Permanent	11,251	11,072	98.4%			
Other than permanent	8,856	8,261	93.3%			
<b>Total workers</b>	<b>20,107</b>	<b>19,333</b>	<b>96.1%</b>			

We have a robust and diverse agenda to impart knowledge and skills to employees and workers through various training programmes. Until FY 2021-22, every training was tracked separately on different platforms. We have now implemented a centralised tracking mechanism in FY 2022-23 to monitor training across the organisation.

**EI-2. Details of minimum wages paid to employees, in the following format:**

We are committed to ensuring that everyone who directly provides goods and services to us, will earn at least a living wage or income by 2030. We are moving from a 'Fair Wage' to a 'Living Wage' and aiding employees with their higher education, children's education, and housing facilities.

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
	No. (B)	% (B/A)	No. (C)	% (C/A)	No. (E)	% (E/D)	No. (F)	% (F/D)		
<b>Employees</b>										
<b>Permanent</b>	<b>7,719</b>	-	-	<b>7,719</b>	<b>100.0%</b>	<b>7,591</b>	-	-	<b>7,591</b>	<b>100.0%</b>
Male	5,700	-	-	5,700	100.0%	5,790	-	-	5,790	100.0%
Female	2,019	-	-	2,019	100.0%	1,801	-	-	1,801	100.0%
<b>Other than permanent</b>	<b>311</b>	-	-	<b>311</b>	<b>100.0%</b>	<b>182</b>	-	-	<b>182</b>	<b>100.0%</b>
Male	190	-	-	190	100.0%	119	-	-	119	100.0%
Female	121	-	-	121	100.0%	63	-	-	63	100.0%
<b>Workers</b>										
<b>Permanent</b>	<b>11,251</b>	-	-	<b>11,251</b>	<b>100.0%</b>	<b>11,636</b>	-	-	<b>11,636</b>	<b>100.0%</b>
Male	10,900	-	-	10,900	100.0%	11,464	-	-	11,464	100.0%
Female	351	-	-	351	100.0%	172	-	-	172	100.0%
<b>Other than permanent</b>	<b>8,856</b>	<b>6,541</b>	<b>73.9%</b>	<b>2,315</b>	<b>26.1%</b>	<b>7,642</b>	<b>5,364</b>	<b>70.2%</b>	<b>2,278</b>	<b>29.8%</b>
Male	8,306	6,251	75.3%	2,055	24.7%	7,164	5,069	70.8%	2,095	29.2%
Female	550	290	52.7%	260	47.3%	478	295	61.7%	183	38.3%



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

Our framework ensures that compensation adheres to the Collective Bargaining Agreements and, by continually reviewing the average pay between genders, is at par with the external industry benchmarks.

FY 2022-23	Male		Female	
	Number	Median remuneration/ salary/wages of respective category (₹)	Number	Median remuneration/ salary/wages of respective category (₹)
Board of Directors (BoDs)*	8	31,91,667	2	29,96,898
Key Managerial Personnel	3	9,46,27,542	-	-
Employees other than BoD and KMP	5,697	12,65,000	2,019	13,00,000
Workers	10,900	5,67,254	351	3,79,555

\*BoDs include Executive Directors and Independent Directors

**EI-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 a Business Integrity Committee constituted under the Code of Business Principles to address human rights impacts and issues. We have also established a web portal and helpline for registering complaints, which can be accessed at <https://app.convercent.com/en-us/LandingPage/99b958aa-55a1-e611-80d3-000d3ab1117e>.

Our ESG Committee oversees and addresses human rights impacts or issues at the Board level and additionally Audit Committee reviews the critical human rights complaints on a quarterly basis.

In addition to the above, we have a dedicated email ID ([cobp.hul@unilever.com](mailto:cobp.hul@unilever.com)) and contact number (+91 22 50432789) for anonymous reporting of issues/concerns around the CoBP.

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

We are committed to ensuring inclusive environment, where people are treated with dignity and respect, so that employees can bring their best selves to work. We have 24 well-defined policies under our CoBP to effectively address grievances. Under these policies, we have established a web portal, email IDs, and contacts for receiving and managing complaints. If any employee has concerns, their reporting manager or Business Integrity Officer is their first point of contact. In case the employee wants to anonymously report an issue, an externally supported web portal and phone option can be used.

**EI-6. Number of complaints on the following made by employees and workers:**

We seek to uphold and promote human rights in our operations, in relationships with business partners; and by working through external initiatives, such as the United Nations Global Compact. We have identified eight human rights issues as priority and are committed to addressing them across our operations. The eight priority issues are discrimination, fair wages, forced labour, freedom of association, harassment, health and safety, land rights and working hours. Unilever's Human Rights Progress Report of 2021 that also covers India, looks at the work that has been done to continue implementing the UN Guiding Principles on Business and Human Rights. In India, we fully adhere to Unilever's approach to human rights. In addition to this, our CoBP upholds the principles of human rights and fair treatment. The Code also conforms to the ILO principles. The principles of human rights are followed in the same spirit within as well as outside the organisation when engaging with business partners.

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual harassment	8	2	-	3	-	-
Discrimination at workplace	-	-	-	-	-	-
Child labour	-	-	-	-	-	-
Forced labour/Involuntary labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-



## Business Responsibility and Sustainability Report

### EI-7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases

We believe in providing equal opportunity/affirmative action. We have formulated and implemented Whistle-blower, gender neutral Prevention of Sexual Harassment (POSH), and Respect, Dignity, and Fair Treatment policies to effectively prevent adverse consequences in discrimination and harassment cases. Our Respect, Dignity and Fair Treatment Policy provides a work environment that ensures every person at the workplace is treated with respect and dignity and is afforded equal treatment. Issues relating to sexual harassment are dealt with as per our POSH Policy, the CoBP and applicable laws. Our POSH Policy is now not only gender neutral, but also LGBTQI+ inclusive. The Policy clearly details the governance mechanisms for redressal of sexual harassment issues relating to women and other genders/sexual orientations. Communication is sent to all employees on a regular basis on various aspects of POSH through e-articles and other means of communication.

### EI-8. Do human rights requirements form part of your business agreements and contracts (yes/no)?

Yes. All of our business agreements specifically provide for labour law compliances to be adhered to by all our suppliers and business partners including fair wages and timely payment of statutory dues. The agreements also require all the organisation's suppliers and business partners to ensure compliance under the sexual harassment law and adhere to our CoBP.

### EI-9. Assessments for the year:

We have identified eight salient human rights issues i.e., Discrimination; Fair wages; Forced labour; Freedom of association; Harassment; Health and safety; Land rights; Working hours and are committed to addressing them across our operations and value chain. Putting the above framework in action, each factory/branch/office reviews and provides a positive assurance to a Human Rights Assessment checklist annually.

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100.0%
Forced/involuntary labour	100.0%
Sexual harassment	100.0%
Discrimination at workplace	100.0%
Wages	100.0%
Others – Freedom of Association, Law of Land, Working Hours, Grievance Redressal Mechanism	100.0%

### EI-10. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above

Not applicable, as we have not come across any significant concerns from assessments conducted at our plant and offices.

### Leadership indicators

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

We have not encountered any concern requiring a change in our business processes as a result of addressing human rights grievances/complaints.

#### LI-2. Details of the scope and coverage of any human rights due diligence conducted

Our approach is to embed human rights in all parts of its business, using global expertise to guide and support our teams. This includes expertise within our Global Sustainability, Supply Chain, Procurement and Responsible Business (part of Business Integrity) teams. Human rights due diligence is necessary for businesses to proactively manage potential and actual adverse human rights impacts with which they are, or could be, involved. Human rights due diligence involves four core components:

- Identifying and assessing actual or potential adverse human rights impacts
- Integrating findings from impact assessments into relevant Company processes and taking appropriate action
- Tracking the operating effectiveness of measures taken to address adverse human rights
- Communicating how issues are being addressed and showing stakeholders – in particular, affected stakeholders – that adequate policies and processes are in place

Please refer to our Human Rights Progress Report for further details: <https://www.unilever.com/files/cefcd733-4f03-4cc3-b30a-a5bb5242d3c6/unilever-human-rights-progress-report-2021.pdf>

### LI-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?

We recognise the importance of meeting the requirements of the Rights of Persons with Disabilities Act, 2016 and are taking proactive steps to support the needs of individuals with disabilities. We have implemented various measures to provide accessible infrastructure, including ramps, tactile flooring, induction loop system for hearing impaired, lowered reception desk for wheelchair access, elevator voice annunciator, evacuation chair, braille signages, all gender accessible toilets, accessible parking, fire alarm flasher, automated sliding doors, and accessible guest room in several factories and offices. Additionally, we are preparing the remaining factories and offices for accessibility infrastructure and aim to achieve certification for 100% of our sites with the Minimum Mandatory Standards required under the Persons with Disabilities Act. We believe that accessibility is an essential aspect of social responsibility and are persistent in our efforts to create an inclusive environment for everyone.

### LI-4. Details on assessment of value chain partners

Our Responsible Partner Policy (RPP) sets out the requirements that all our suppliers must meet to do business with us. Our RPP and its Fundamental Principles embody our commitment to responsible, transparent, and sustainable business.

Each fundamental principle of the RPP provides guidance on what we expect from the responsible and sustainable suppliers. We are committed to working with our suppliers on our journey of continuous improvement.

We also verify alignment to and implementation of the RPP's mandatory requirements, using supplier self-declarations, online assessments and – for designated high-risk countries and supplier types – independent verification, including third-party audits.

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Sexual harassment	We conduct periodic risk assessment of our suppliers using country risk and commodity risk data from external third-party risk data providers. As on 31st March, 2023, <b>77.8% of the suppliers</b> (by value of business done) have undergone risk assessment and are compliant
Discrimination at workplace	
Child labour	
Forced labour/involuntary labour	
Wages	
Others	

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

We expect our partners and their employees or contractors to report actual or suspected breaches of our RPP. We will investigate any non-conformity reported in good faith and discuss findings with the partner. If remediation is needed, we work with the partner to identify the root causes of the issue and to develop a time-bound corrective action plan to resolve the failure effectively and promptly. By working together with partners to overcome any issues, we support the betterment of their business and, most importantly, promote respect for human rights.

We conduct periodic audits and both audit companies and suppliers have responsibilities to input and update the system to provide us with the outcome of the audit. Audit companies need to upload audit documentation and the outcome of the initial and follow-up audits, while suppliers are required to input corrective actions against each non-conformance identified; both within specified timeframes.



## Business Responsibility and Sustainability Report

### PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT#



“Driven by our passion to care for our planet, we have set out on a mission to grow our business whilst reducing our environmental footprint. We are doing this by reducing GHG emissions in our factory operations, maintaining zero non-hazardous waste to landfill, conserving water in our own operations and incorporating sustainable packaging for our products. These initiatives, including sustainable sourcing of raw materials extend into our value chain creating a win for all in the ecosystem.”

**Yogesh Mishra**  
Executive Director – Supply Chain

#### Essential indicators

Under ‘HUL Compass ESG Goals’, we have taken a commitment to improve the health of the planet with time-bound targets to protect and regenerate nature, ensure waste-free world and set out a clear pathway to achieve zero emissions in our operations by 2030 and Net Zero emissions for all our products from sourcing to point of sale by 2039. Refer link for our planet and society page (<https://www.hul.co.in/>) for detailed initiatives

#### EI-1. Details of total energy consumption (in joules or multiples) and energy intensity

In line with ‘HUL Compass ESG Goals’, we aim to grow the business, while decoupling the environmental footprint from growth and increasing the positive social impact. We monitor climate change and respond by ensuring that we reduce the environmental impact of our operations. Refer to our ‘Climate Change’ page for the key initiative: <https://www.hul.co.in/planet-and-society/climate-action/>

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption – Gigajoules (A)	11,52,640	10,69,599
Total fuel consumption – Gigajoules (B)	25,66,732	26,32,986
Energy consumption through other sources – Gigajoules (C)	-	-
<b>Total energy consumption – Gigajoules (A+B+C)</b>	<b>37,19,372</b>	<b>37,02,585</b>
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)*	63.0 GJ/crore	72.4 GJ/crore

\*Turnover number used in the intensity calculation is audited by our Statutory Auditors, BSR & Co. LLP. The numerator of intensity calculation i.e. total energy consumption is assured by Price Waterhouse Chartered Accountants LLP.

**Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency (yes/no)? If yes, name of the external agency.**

Yes, an independent assurance has been conducted by Price Waterhouse Chartered Accountants LLP

**EI-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 (yes/no)? 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**

Not applicable, as we are not an energy-intensive industry as outlined under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

#At HUL, we have a robust process to capture environment data across our owned manufacturing sites and offices and that is the basis for the numbers reported in Principle 6.

### EI-3. Provide details of the following disclosures related to water, in the following format: water withdrawal by source (in kilolitres)

In order to address water scarcity, it is important to undertake efforts for conservation, restoration, recharge and reuse of water. In this pursuit, at community level, we have implemented Water Stewardship Projects across 8 water stressed locations (as per ground water resource & WRI) in India. At Site level, our own manufacturing operations have witnessed a 48% reduction in water usage (cubic meter per ton of production) in FY 2022-23 as compared to the 2008 baseline. We were able to achieve this by focussing on reducing freshwater abstraction, implementing captive rainwater harvesting, and maximising the use of RO plants. The benefits include increased efficiencies, reduced risks, strengthening stakeholder relationships and building community trust.

In 2022, we embarked on a journey to align our Water Stewardship Programme to the Alliance for Water Stewardship (AWS) Framework at 2 sites. AWS is a global membership collaboration comprising businesses, NGOs and the public sector. Its members contribute to the sustainability of local water-resources through their adoption and promotion of a universal framework for the sustainable use of water – the International Water Stewardship Standard, or AWS Standard – that drives, recognises and rewards good water stewardship performance.

We set up Hindustan Unilever Foundation (HUF) in 2010 to support and amplify scalable solutions that can help address India's water challenges - specifically for rural communities that intersect with agriculture. HUF established its 'Water for Public Good' programme that is anchored in the belief that water is a common good and must be governed by citizen communities. The aim was to catalyse effective solutions to India's water challenges involving the government, communities, experts, and mission-based organisations. HUF's programmes has reached over 14,000 villages since inception. HUF also supports several knowledge initiatives in water conservation and governance.

We also have project Prabhat- our sustainable community initiative that has been implementing water conservation projects in water-stressed sites across the country, focusing on ensuring water security. Water conservation structures, such as check dams, farm ponds, farm bunds, water absorption trenches were constructed in programme villages to enhance access to water. The programme also supports agricultural communities with water conservation solutions helping in achieving better water efficiency.

Through these initiatives, HUF along with its partners has created a cumulative and collective water potential of over 2.6 trillion litres\* since its inception over the last decade. To underscore the importance of the water potential created by HUF; 2.6 trillion litres of water is more than the quantity required to meet the drinking water needs of India's population for nearly two years.

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	19,21,329	18,81,457
(iii) Third party water	9,26,494	8,57,161
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i+ii+iii+iv+v)</b>	<b>28,47,823</b>	<b>27,38,618</b>
Total volume of water consumption (in kilolitres)	27,95,743	26,79,932
Water intensity per rupee of turnover (Water consumed/turnover in rupees)*	47.4 KL/crore	52.4 KL/crore

\*Turnover number used in the intensity calculation is audited by our statutory auditors, BSR & Co. LLP. The numerator of intensity calculation i.e. total water consumption is assured by Price Waterhouse Chartered Accountants LLP.

### Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency (yes/no)? If yes, name of the external agency

Yes, an independent assurance has been conducted by Price Waterhouse Chartered Accountants LLP

### EI-4. Has the entity implemented a mechanism for zero liquid discharge? If yes, provide details of its coverage and implementation

Our approach is to maximise recycling and re-use of treated wastewater within the sites, thereby reducing intake of fresh water. As on 31st March, 2023, 26 out of 29 of our factories recycle and reuse 100% of their wastewater within the site. Such recycled water is used in cooling tower, as a boiler feed, in fire tanks, external area cleaning, toilet flushing, gardening etc. Remaining three factories discharge water in common effluent treatment plant (CETP)/municipal drainage as per the consent to operate conditions issued by the Pollution Control Board.

\*Assured by external independent firm



## Business Responsibility and Sustainability Report

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	MT	315	317
SOx	MT	225	362
Particulate matter	Mg/Nm <sup>3</sup>	55	61
Persistent organic pollutants (POP)		Not applicable	
Volatile organic compounds (VOC)		Not applicable	
Hazardous air pollutants (HAP)		Not applicable	

POP, VOC and HAP are not included in the Factory's Consent to Operate issued by pollution control board and therefore not applicable.

### Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency (yes/no)? If yes, name of the external agency.

Yes, an independent assurance has been conducted by Price Waterhouse Chartered Accountants LLP

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

To reduce our carbon footprint, we are investing in new technologies, switching to renewable sources, and innovating to transform our factory operations. We have set ambitious targets and are working to eliminate carbon emissions from our operations by 2030 and reach Net Zero emissions for all our products from sourcing to point of sale by 2039. Refer to our <https://www.hul.co.in/planet-and-society/climate-action/>

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)*	tCO <sub>2</sub> e	20,165	32,056
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	Gross: 2,19,650 Net: 0**	Gross: 2,06,819 Net: 54**
Total Scope 1 and Scope 2 emissions	tCO <sub>2</sub> e	20,165	32,110
Total Scope 1 and Scope 2 emissions per rupee of turnover***	tCO <sub>2</sub> e/Crore	0.34	0.63

\* We report our emissions with reference to the latest Greenhouse Gas Protocol Corporate Accounting and Reporting Standard (GHG Protocol). Energy conversion and emission factors are used as per the UN's Intergovernmental Panel on Climate Change (IPCC).

\*\* The above numbers are after deducting the International Renewable Energy Certificate (IREC) purchased for grid electricity.

\*\*\*Turnover number used in the intensity calculation is audited by our statutory auditors, BSR & Co. LLP. The numerator of intensity calculation i.e. total emissions is assured by Price Waterhouse Chartered Accountants LLP.

### Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency (yes/no)? If yes, name of the external agency

Yes, an independent assurance has been conducted by Price Waterhouse Chartered Accountants LLP

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

In alignment with the Paris Agreement - 2015, we embraced the most important aspect of 'Care for Environment and Planet' and thus embarked on a journey to halve greenhouse gas impact of our products across the lifecycle by 2030 and net zero emissions for all our products from sourcing to point of sale by 2039.

As on March 2023, the renewable energy percentage (for both Electrical and Thermal combined) is 93% for our own manufacturing sites.

100% of our electricity is from renewable sources with a combination of solar/wind and IREC green certification. We have started buying renewable energy through solar power plants and invested in windmills to reduce the real time requirement of grid power.

We have also embarked on a journey to substitute the fossil fuel requirement by green fuels and already eliminated coal from our operations. We have introduced Biomass instead of Coal, Bio fuel in place of Furnace Oil and High Speed Diesel (HSD). We have also adopted the usage of various energy saving projects, such as heat pumps, energy efficient motors, Variable Voltage and Frequency Drive (VVFD) usage etc. to reduce the overall requirement of energy in the factories.

We have significantly reduced our per tonne GHG emission by 97% and energy consumption by 44% in our own manufacturing operations in FY 2022-23 compared to 2008 baseline.

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

We are taking steps towards a waste-free world through various initiatives. We wish to create a waste-free future, and are already taking preventive measures by implementing minimalistic use of plastic and reducing the waste from our factories. Refer our 'Climate Action' page for detailed initiatives <https://www.hul.co.in/planet-and-society/waste-free-world/>

Parameter	FY 2022-23	FY 2021-22
Total waste generated (in metric tonnes)		
Plastic waste (A)	12,055	11,451
E-waste(B)	93	97
Bio-medical waste (C)	18	14
Construction and demolition waste (D)	5,086	2,107
Battery waste (E)	53	12
Radioactive waste (F)	-	-
Other hazardous waste (G)	383	264
Other Non-hazardous waste generated (H)	72,880	70,976
<b>Total (A + B + C + D + E + F + G + H)</b>	<b>90,568</b>	<b>84,921</b>
For each category of waste generated, total waste recovered through recycling-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	65,658	58,441
(ii) Re-used	24,181	25,665
(iii) Other recovery operations	293	509
<b>Total</b>	<b>90,132</b>	<b>84,615</b>
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	279	173
(ii) Landfilling*	157	133
(iii) Other disposal operations	-	-
<b>Total</b>	<b>436</b>	<b>306</b>

\*Hazardous waste is disposed of through Pollution Control Board authorised/licensed vendors in line with Consent to Operate condition.

**Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency (yes/no)? If yes, name of the external agency.**

Yes, an independent assurance has been conducted by Price Waterhouse Chartered Accountants LLP.

**EI-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.**

Our factories have identified innovative ways to reuse various non-hazardous waste streams and maintain the status of zero non-hazardous waste to landfills across our operations. We have achieved this by maximising the reuse and recycling of all non-hazardous waste in environmentally friendly ways, such as reusing jumbo bags, carbon cartons, and process waste, such as soap; reusing sludge waste as boiler fuel; upcycling plastic; and using food waste for animal feed. Additionally, the R&D teams are improving materials selection and product design to reduce waste at the source. We also use recycled materials in our packaging and collect and safely dispose of more plastic waste than we sell (per our EPR). As a result, the total waste generated from our factories in FY 2022-23 has decreased by 55% (per tonne of production) compared to the 2008 baseline. All our factories are equipped with pre-processing facilities, such as waste segregation and waste reduction at source, thus improving recyclability. Further, our factories are being continuously equipped to eliminate usage of hazardous chemicals used for cleaning and disinfection process by upgrading the hardware with latest technologies.

**EI-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:**

None of our operating sites are in ecologically sensitive areas.

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

S. No.	Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (yes/no)	Results communicated in public domain (yes/no)	Relevant web link
1.	Nabha Production Expansion Project	2006 EIA Notification	July 2022	Yes	Submitted to PCB	-



## Business Responsibility and Sustainability Report

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

Yes, the Company's operations/offices comply with applicable environmental law, regulations of the country and operate as per Consent to Operate conditions from the Central and State Pollution Control Boards. Our dedicated trained and qualified Environment, Health and Safety representative at each site co-ordinate the overall implementation of the site environmental management system. This includes the environmental performance of individual activities, co-ordinating environmental matters within the organisation, advising line management in environmental matters and contacts with regulatory authorities, residents, etc.

S. No.	Specify the law/regulation/guidelines which was not complied with	Provide details of the non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1.	None			

### Leadership indicators

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

Parameter	FY 2022-23	FY 2021-22
<b>From renewable sources</b>		
Total electricity consumption (A)*	11,52,640	10,68,468
Total fuel consumption (B)	23,31,926	22,63,217
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>34,84,566</b>	<b>33,31,685</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	-	1,131
Total fuel consumption (E)	2,34,806	3,69,769
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>2,34,806</b>	<b>3,70,900</b>

\*Sources of renewable electricity include solar energy, wind energy and offsets through International Renewable Energy Certificate (IREC) purchased for grid electricity.

**Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency (yes/no)? If yes, name of the external agency.**

Yes, an independent assurance has been conducted by Price Waterhouse Chartered Accountants LLP

**LI-2. Provide the following details related to water discharged: Water discharge by destination and level of treatment (in kilolitres)#**

Parameter	FY 2022-23	FY 2021-22
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
- No treatment	-	-
- With treatment	-	-
(ii) To Groundwater		
- No treatment	-	-
- With treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment	-	-
(iv) Sent to third parties		
- No treatment	-	-
- With treatment (Secondary Treatment)	52,080	58,686
(v) Others		
- No treatment	-	-
- With treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>52,080</b>	<b>58,686</b>

\* Wastewater is treated in the Company's own Effluent Treatment Plants through Secondary treatment and then discharged in line with consent requirements of the Pollution Control Board.

# Water discharge has been reported for owned manufacturing sites



**Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency (yes/no) If yes, name of the external agency**

Yes, an independent assurance has been conducted by Price Waterhouse Chartered Accountants LLP

**LI-3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):**

**(i) Name of the area:** As per central groundwater authority below areas are located in water stress area:

Bhuj, Chhindwara, Etah (Instant Tea), Etah (Packet Tea), Nabha, Nashik, Pondicherry, Rajpura, and Sonapat

**(ii) Nature of operations:** Manufacturing

**LI-3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): Water withdrawal, and consumption in the following format:**

Parameter	FY 2022-23	FY 2021-22
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	10,00,604	9,50,144
(iii) Third party water	2,63,667	2,41,069
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)</b>	<b>12,64,271</b>	<b>11,91,213</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>12,64,271</b>	<b>11,90,479</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover in rupees)*</b>	<b>21.4 KL/crore</b>	<b>23.3 KL/crore</b>
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water		
- No treatment	-	-
- With treatment	-	-
(ii) Into Groundwater		
- No treatment	-	-
- With treatment	-	-
(iii) Into Seawater		
- No treatment	-	-
- With treatment	-	-
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment (Secondary treatment)	-	734
(v) Others		
- No treatment	-	-
- With treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>-</b>	<b>734</b>

\* Turnover number used in the intensity calculation is audited by our statutory auditors, BSR & Co. LLP. The numerator of intensity calculation i.e. total water consumption is assured by Price Waterhouse Chartered Accountants LLP.

**Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency (yes/no) If yes, name of the external agency**

Yes, an independent assurance has been conducted by Price Waterhouse Chartered Accountants LLP

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

We are committed to Net Zero emissions for all our products from sourcing to point of sale by 2039. Unilever PLC (Parent Company) measures group level (includes HUL) Scope 3 emissions along the value chain using a proprietary GHG footprint model from sourcing to disposal. The model is developed using lifecycle analysis and industry databases, and actual data from suppliers where available. For us, Scope 3 includes emissions, which are embedded in the raw materials and their inbound and outbound logistics. The largest contributor to Scope 3 emissions is the carbon footprint of raw materials incorporated in our products. This footprint is a function of the embedded carbon per ton of the raw material and the total volume purchased.

Unilever PLC has carried out simplified LCA to estimate various Scope 3 emission sources. This approach also takes into account the source of the carbon for organic molecules and the fate (i.e., biodegradation) of organic materials. Our analysis indicates that the largest emissions are from raw materials like Linear Alkylbenzene Sulphonic acid, Total Fatty Matter/Soap, Tea, Sodium Carbonate, Sodium Lauryl Ether Sulphate, Milk and milk solids. We are working with our suppliers to set up a mechanism for measuring HUL specific Scope 3 emissions.



## Business Responsibility and Sustainability Report

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

Not applicable, as none of the manufacturing units is in ecologically sensitive zones.

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

Sr. No.	Initiative undertaken	Details of the initiative (web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Water stewardship	<p>We have implemented Water Stewardship Projects across 8 water stressed locations (as per ground water resource and WRI) in India. In 2022, we embarked on the journey to align our Water Stewardship Programme to the Alliance for Water Stewardship (AWS) Framework for 2 sites.</p> <p>We set up Hindustan Unilever Foundation (HUF) in 2010 to support and amplify scalable solutions that can help address India's water challenges - specifically for rural communities that intersect with agriculture. HUF established its 'Water for Public Good' programme that is anchored in the belief that water is a common good and must be governed by citizen communities. The aim was to catalyse effective solutions to India's water challenges involving the government, communities, experts, and mission-based organisations. HUF's programmes has reached over 14,000 villages since inception. HUF also supports several knowledge initiatives in water conservation and governance.</p> <p>We also have Project Prabhat- our sustainable community initiative that has been implementing water conservation projects in water-stressed sites across the country, focusing on ensuring water security. Water conservation structures, such as check dams, farm ponds, farm bunds, water absorption trenches were constructed in programme villages to enhance access to water. The programme also supports agricultural communities with water conservation solutions helping in achieving better water efficiency.</p> <p>Please refer <a href="https://www.hul.co.in/planet-and-society/protect-and-regenerate-nature/">https://www.hul.co.in/planet-and-society/protect-and-regenerate-nature/</a> for more details</p>	<p>At Site level, our own manufacturing operations have witnessed a 48% reduction in water usage (cubic meter per tonne of production) in FY 2022-23 as compared to the 2008 baseline. We were able to achieve this by focussing on reducing freshwater abstraction, implementing captive rainwater harvesting, and maximising the use of RO plants. The benefits include increased efficiencies, reduced risks, strengthening stakeholder relationships and building community trust.</p> <p>HUF along with its partners has created a cumulative and collective water potential of over 2.6 trillion litres*. To underscore the importance of the water potential created by HUF; 2.6 trillion litres of water is more than the quantity required to meet the drinking water needs of India's population for nearly two years</p>
2.	Emissions	<p>In alignment with the Paris Agreement - 2015, we embraced the most important aspect of 'Care for Environment and Planet' and thus embarked on a journey to halve greenhouse gas impact of our products across the lifecycle by 2030 and net zero emissions for all our products from sourcing to point of sale by 2039.</p> <p>100% of our electricity is from renewable sources with a combination solar/wind and IREC green certification. We have started buying renewable energy through solar power plants and invested in windmills to reduce the real time requirement of grid power.</p> <p>We have also embarked on a journey to substitute the fossil fuel requirement by green fuels and already eliminated coal from our operations. In the last four years, we have introduced Biomass instead of Coal, Bio diesel in place of Furnace Oil and High Speed Diesel (HSD). We have also adopted the usage of various energy saving projects, such as heat pumps, energy efficient motors, Variable Voltage and Frequency Drive (VVFD) usage etc. to reduce the overall requirement of energy in the factories. Please refer <a href="https://www.hul.co.in/planet-and-society/climate-action/">https://www.hul.co.in/planet-and-society/climate-action/</a> for more details</p>	<p>As on March 2023, the renewable energy percentage (for both Electrical and Thermal combined) is 93% for our own manufacturing sites.</p> <p>We have significantly reduced our per tonne GHG emission by 97% and energy consumption by 44% in our own manufacturing operations in FY 2022-23 compared to 2008 baseline.</p>

\*Assured by external independent firm

Sr. No.	Initiative undertaken	Details of the initiative (web-link, if any, may be provided along-with summary)	Outcome of the initiative
3.	Waste	<p>Our factories have identified innovative ways to reuse various non-hazardous waste streams and maintain the status of zero non-hazardous waste to landfills in factories and offices across the Company. This was done by maximising the reuse and recycling of all non-hazardous waste in environmentally friendly ways.</p> <p>Please refer <a href="https://www.hul.co.in/planet-and-society/waste-free-world/">https://www.hul.co.in/planet-and-society/waste-free-world/</a> for more details</p>	<p>The total waste generated from the factories was 55% (per tonne of production) lower in our own manufacturing operations in FY 2022-23 than the 2008 baseline. All our factories are equipped with pre-processing facilities, such as waste separation and waste reduction at the source, thus improving recyclability.</p>

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

We have a standardised procedure to maintain business continuity and ensure robust and effective management of incidents. It is based on the principles of prevention, preparedness, response, and recovery. A risk-based approach is followed to identify credible business risks and the management plan is reviewed regularly to ensure that it is up to date and effective. In addition, to safeguard our data and IT systems, we have a Data Recovery Capability Standard for the design, operation and management of any device or technology solution which stores or processes our data. The purpose of this Standard is to specify controls to ensure that our data, applications and systems can be recovered to meet business operational requirements following a disruptive cyber incident.

**LI-8. Disclose any significant adverse impact on the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?**

We conduct a sustainability materiality assessment to identify and prioritise sustainability issues across our value chain. A sustainability issue is material to us if it is considered a principal risk or an element of a principal risk that could impact our business or performance or if our key stakeholders deem it important. In addition, we use stakeholder insights to gauge the relative importance of each issue <https://www.hul.co.in/planet-and-society/sustainability-reporting-centre/materiality-assessment/>

We have set specific sustainability targets, serving as our strategy to deliver consistent, competitive, profitable, and responsible growth. We have set an ambitious sustainability agenda to tackle the issues that our consumers and stakeholders care deeply about. Details of our mitigation can be reviewed on the following websites: <https://www.hul.co.in/planet-and-society/climate-action/> and <https://www.hul.co.in/planet-and-society/protect-and-regenerate-nature/>

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

We conduct periodic risk assessment of our suppliers using country risk and commodity risk data from external third-party risk data providers. As on 31st March 2023, **77.8%** of the suppliers (by value of business done) have undergone risk assessment and are compliant

Our RPP and its Fundamental Principles embody our commitment to responsible, transparent, and sustainable business. Each fundamental principle of the RPP provides guidance on what we expect from the responsible and sustainable business partners. We are committed to working with our suppliers on this journey of continuous improvement.

We also verify alignment to and implementation of the RPP's mandatory requirements using supplier self-declarations, online assessments and – for designated high-risk countries and supplier types – independent verification, including third-party audits.



## Business Responsibility and Sustainability Report

### PRINCIPLE 7: BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT



**“As a responsible Company, we regularly participate in multi-stakeholder engagements on addressing public policy and legislative issues and are committed to doing so with honesty, integrity, openness and in compliance with applicable laws”**

**Dev Bajpai**

Executive Director, Legal & Corporate Affairs and Company Secretary

#### Essential indicators

##### El-1. a. Number of affiliations with trade and industry chambers/associations.

We are affiliated with 12 trade and industry chambers/associations.

##### El-1. 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.	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
2.	Confederation of Indian Industry (CII)	National
3.	Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
4.	Indian Beauty and Hygiene Association (IBHA)	National
5.	Bombay Chamber of Commerce & Industry	State
6.	Water Quality India Association (WQIA)	National
7.	Bengal Chamber of Commerce & Industry	State
8.	Federation of Kutch Industrial Association	State
9.	Public Affairs Forum of India (PAFI)	National
10.	European Business Group, India	National
11.	Indian Home & Personal Care Industry Association (IHPCIA)	National
12.	Protein Food Nutrition Development Association of India (PFNDAI)	National

##### El-2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities

During the year, there were no adverse orders from regulatory authorities relating to anti-competitive conduct.

S. No.	Name of authority	Brief of the case	Corrective action taken
1.	Nil	Nil	Nil

## Leadership indicators

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

Public policy advocated	Methods resorted for such advocacy	Whether information available in public domain (yes/no)?	Frequency of Review by Board (annually/half yearly/quarterly/ others – please specify)	Web link, if available
We participate in multi-stakeholder engagements and, when relevant, respond to public consultations. Our approach to advocacy is guided by the Code of Business Principles (CoBP). The Code provides that any contact by us or our business associates with Government, legislators, regulators or NGOs must be done with honesty, integrity, openness and in compliance with applicable laws. Only authorised individuals can interact with these institutions. Prior internal approval is required for initiating any contact between us, our representatives, and officials, aimed at proactively addressing changes/ suggestions to regulation or legislation.	We are represented in key industry and business associations. We perform policy advocacy in a transparent and responsible manner while engaging with all the authorities and consider our as well as the larger national interest.	No	NA	NA

## PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT



**“We cannot have a flourishing business in a world where our consumers are struggling with climate change and social inequality. Sustainability and inclusiveness have always been core to our business strategy and operations.”**

**Deepak Subramanian**  
Executive Director – Home Care

## Essential indicators

### EI-1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current Financial Year

During FY 2022-23, we have not undertaken any projects that require Social Impact Assessments (SIA).

S. 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
1.	Not Applicable					

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

During FY 2022-23, we have not undertaken any projects that require Rehabilitation and Resettlement (R&R).

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 ₹)
1.	Not Applicable					



## Business Responsibility and Sustainability Report

### EI-3. Describe the mechanisms to receive and redress grievances of the community

We are committed to developing communities around our sites and redressing their grievances and concerns. Our people regularly engage with communities living around the sites to understand their concerns, and in case of a specific grievance, it is duly recorded, investigated, and acted upon. We also have an online hotline (Convercent portal - <https://app.convercent.com/en-us/LandingPage/99b958aa-55a1-e611-80d3-000d3ab1117e1g>), where anyone can file concerns related to us, which are closely monitored by our Business Integrity team.

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

Category	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/small producers	16.8%	11.8%
Sourced directly from within the district and neighbouring districts	44.2%	47.8%

## Leadership indicators

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

It is not applicable as there was no Social Impact Assessment required to be conducted during FY 2022-23.

S. No.	Details of negative social impact identified	Corrective action taken
1.	Not applicable	

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

S. No.	State	Aspirational district	Amount spent (In ₹)
1.	Multiple (14 States)	Multiple*	11,77,13,002
2.	Uttar Pradesh	Balrampur	4,06,74,957
3.	Maharashtra	Osmanabad	4,01,45,394
4.	Uttar Pradesh	Chitrakoot	1,15,06,062
5.	Uttarakhand	Haridwar	98,94,688
6.	Punjab	Moga	42,96,540
7.	Madhya Pradesh	Chhatarpur	36,39,168
<b>Total</b>			<b>22,78,69,811</b>

\*77 out of 112 aspirational districts notified by NITI Aayog.

### LI-3. a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups (yes/no)?

Yes, we are committed to increasing spends with diverse suppliers with an aim to create opportunities for all by breaking down socio-cultural, systemic, and economic barriers. By including groups previously under-represented in our supply chain, we look forward to jointly scaling up and accelerating businesses, unlocking innovation, agility, resilience, and opportunities. Under 'HUL Compass ESG Goals', we are working to spend at least ₹2,000 crores annually with diverse businesses by 2025. The HUL Compass ESG Goals form a part of the Integrated Annual Report at pages 10 and 11.

### LI-3. b. From which marginalised/vulnerable groups do you procure?

We define a diverse business as one which is at least 51% owned and operated by members of under-represented groups. We continue our endeavour to increase spending with suppliers who embrace diversity, equity and inclusion matching to our ethos. As per the global Unilever framework, the focus groups will be (but not limited to) women, differently-abled people, economically marginalised communities, and backward sections of the society.

**LI-3. c. What percentage of total procurement (by value) does it constitute?**

We are in the process of setting up a mechanism to quantify procurement from such diverse suppliers.

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

Not Applicable.

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

Not applicable, as there are no adverse orders in intellectual property related disputes wherein the usage of traditional knowledge was involved.

**LI-6. Details of beneficiaries of CSR Projects**

We are committed to operating and growing our business in a socially responsible way. Our purpose is to make sustainable living commonplace.

Our Corporate Social Responsibility (CSR) Policy that is approved by the Board of Directors (Board), outlines a clear agenda through which we will continue to contribute to the community at large. We have been actively engaged in various CSR projects involving, *inter-alia*, water conservation, nutrition, skill development, health, cleanliness, waste management and environmental sustainability. For further details on CSR initiatives, please refer pages 98 to 102 of the Integrated Annual Report.

S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalised groups
1	Plastic Waste Management	1,19,51,857	77.0%
2	Swachh Aadat Swachh Bharat (SASB)	12,63,016	100.0%
3	Prabhat	11,48,876	91.0%
4	Promoting Nutrition & Hygiene	2,28,497	98.9%
5	Project Shakti	1,90,000	100.0%
6	Water Conservation – HUF	1,78,945	84.5%
7	Future of Work	20,988	56.1%
8	Health & Wellbeing	9,250	3.8%
9	Empowering Women in the Field of Sports	1,200	100.0%

In addition to the above, we also run several behavioural change programmes (for e.g. 'bin boy' campaign) across all media channels which has a widespread reach.



## Business Responsibility and Sustainability Report

### PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER



“The Indian consumer is evolving rapidly. The pandemic has accelerated several trends that will continue to have far-reaching effects on the Indian consumer - an increased affinity towards holistic health and wellbeing, a massive shift in the adoption of digital technology and importantly, a heightened consciousness amongst consumers on sustainability and social equity. The Indian consumer is increasingly choosing superior products and brands that are also good for the people and the planet. We are focused on faster-better innovation, leveraging next generation media tools to reach consumers effectively and efficiently, and building engagement platforms enabling end-to-end consumer experience.”

**Srinandan Sundaram**

Executive Director – Foods & Refreshment

#### Essential indicators

##### El-1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback

As a consumer-centric organisation, we value all consumer feedback and have set up various channels through which consumers can reach out to us. A PO Box number, email ID, and a toll-free number are on the back of pack of all brands, SKUs, variants, and formats. Consumers can also reach out to us through social media platforms, brand websites, WhatsApp number and our Contact Us form. There is a team dedicated to attend and address consumer feedback and queries.

##### El-2. Turnover of products and services as a percentage of turnover from all products/services that carry information about:

Category	As a percentage to total turnover*
Environmental and social parameters relevant to the product	100.0%
Safe and responsible usage	100.0%
Recycling and/or safe disposal	100.0%

\* As a company, we have a very large count of unique product base packs. We are in the process of creating a central repository of all product artworks with element level details. Above numbers are reported basis comprehensive review of base packs covering 60% of the total sales.



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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	-	-	-	-	-	-
Advertising	10	1	-	9	3	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive trade practices	-	-	-	-	-	-
Unfair trade practices	-	-	-	-	-	-
Other	-	-	-	-	-	-

We have a very robust mechanism to receive and address queries, feedback and complaints received from our consumers. We have reported above complaints in relation to 'data privacy', 'advertising', 'cyber-security', 'delivery of essential services', 'restrictive trade practices' and 'unfair trade practices'.

**EI-4. Details of instances of product recalls on account of safety issues**

We have a stringent mandatory quality standard in place against which compliance is verified through regular audits and self-assessments. These standards ensure we design, manufacture and supply products that are safe, of excellent quality, and conform to the relevant industry and regulatory standards in the countries in which we operate. Comprehensive management procedures are in place to mitigate risks and to protect our consumers and markets. We take prompt and timely action wherever and whenever we encounter products, which do not meet the standards and ensure right quality product go in the market.

Category	Number	Reasons for recall
Voluntary recalls	Nil	-
Forced recalls	Nil	-

**EI-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 extensive cyber security and data privacy policies, which are applicable to the entire organisation. We respect the privacy of all individuals including employees and consumers and their personal data. We recognise and protect privacy as an essential human right under our Code of Business Principles, which is available on our website at <https://www.hul.co.in/investor-relations/corporate-governance/hul-policies/>

We have focused learning modules on the Code Policy on Personal Data, which is mandatory for the entire organisation. We had training for the entire workforce on the Personal Data Code Policy in 2021 and Privacy & Data Protection (general privacy principles, practices, processes, behaviour, etc.) in 2022.

In addition, we disclose 'Privacy Notice' pertaining to our personal data processing practices to consumers before they consent to process their personal data. The Privacy Notice proactively discloses all the relevant information necessary to make an informed choice, including but not limited to types of data, purposes, security safeguards, principal data rights, contact details of Data Privacy Officer and grievance redressal mechanisms, retention, third-party disclosure policies. <https://www.unilevernotices.com/privacy-notices/india-english.html>

We also have a designated Data Privacy Officer, whose key responsibility is to ensure data privacy guidelines are followed in the organisation and any privacy related grievances are being addressed. We have a central email ID i.e., [grievance.officer-privacy@unilever.com](mailto:grievance.officer-privacy@unilever.com), which is disclosed in the privacy notices and on our website. There is also a Contact Us form for privacy issues that is directed to the Data Privacy Office.

Our Responsible Partner Policy, which is applicable to all third parties, includes an obligation to protect and safeguard personal data involving our consumers and customers.



## Business Responsibility and Sustainability Report

### El-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.

There were no significant concerns/complaint/penalty/regulatory actions identified during the year. However, in case of any concerns, consumers can reach out to us via multiple channels i.e., phone, email, social media, and WhatsApp. We have a pre-defined turnaround time and response mechanism for complaint closure.

For data-privacy-related concerns, we have a Personal Data Incident Reporting process to report and investigate any suspected or potential threat to personal data. The Data Privacy Officer and Cyber Security Lead investigates incidents to identify lapses and gaps to continuously improve processes and controls to mitigate future breaches.

### Leadership indicators

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

Information regarding all products is available in the Brand section of our website: <https://www.hul.co.in/brands/>.

Consumers can also reach out to us via one of the following modes for any additional information:

- Toll-free number for Levercare: 1800-102-2221
- WhatsApp Number: +91 8291082913
- Email ID: [lever.care@unilever.com](mailto:lever.care@unilever.com)
- Address: PO Box 14760, Mumbai 400 099, Maharashtra, India
- Contact Us form on the website: <https://www.hul.co.in/contact/>

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

We provide information on our product packaging, including ingredients, expiry date, usage directions, etc., as appropriate to inform our consumers about safe and responsible usage. Consumers can also reach out to us on our levercare toll-free number (1800-102-2221) and via our email ID ([lever.care@unilever.com](mailto:lever.care@unilever.com)) printed on each product. Our website has a dedicated section where consumers can reach us through the Contact Us form and a dedicated section on 'What is in Our Products' (<https://www.hul.co.in/our-company/rd-innovation/safety-environment/whats-in-our-products/>) is hosted to inform consumers about our products and the ingredients.

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

At HUL, we do not deal with any essential services, however, in case of any disruption, we can disseminate information through our website, various mass media platforms, social media platforms, distribution network, sales representatives, emails, etc. In addition, consumers can reach out to us on our toll-free number for Levercare (1800-102-2221) and email ID ([lever.care@unilever.com](mailto:lever.care@unilever.com)), printed on each product.

#### LI-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)?

We are fully committed to not only ensuring compliance to mandatory labelling, but also to providing important information to consumers regarding safety, health, proper usage and appropriate precautions. These are embedded in our Trust & Transparency pillar of Unilever Compass strategy. For example, on the Foods and Refreshments products, we provide on-label nutritional information in a nutrition table in addition to the mandatory nutrients. We also use additional logos, such as the 'Guideline Daily Amount (GDA)', to provide additional information or reference to product quality (e.g., a trust seal or Darjeeling tea logo for tea). We also provide QR codes for extra information and sustainability-related logos (e.g., a recyclable logo). In the case of flavoured tea, we provide a table covering the registration numbers of flavours with their maximum percentages. For home care products, on our laundry pods, we provide safety precautions, symbols, and usage directions in text and pictures; an ingredient declaration; and warnings (e.g., regarding keeping products out of the reach of children) to ensure complete safety for our consumers.

Similarly, we provide usage instructions and cautionary statements for personal care products. For example, on our hair serum label, we give the ideal usage directions for maximum benefit, precautions to be taken, and immediate action in case of an issue. In addition, all products contain information on the product benefits and any special ingredients delivering the benefits. This information helps consumers make an informed choice.

**Consumer satisfaction survey:** Our Levercare team (also known as Consumer Engagement Centre) provides a comprehensive omni-channel (Phone, Email, Social-Media, WhatsApp & Web) system to help answer any product related queries and complaints to deliver best in class consumer experience.

We monitor consumer sentiments (i.e., the digital voice of the consumer via social media and brand pages) to receive overall feedback on issue resolution and products/services and calculate the Net Promoter Score (0 to 10). We then evaluate consumer experiences on both product and service based on how likely they are to recommend both, the product, and the service to family & friends on a scale of 0 to 10.

Additionally, to capture feedback from E-commerce consumers, we use digitally enabled consumer-focused capability, which provides specific insights based on ratings & reviews at brand and product levels that help identify product improvements & feed into innovations. This also helps improve end-to-end consumer experience on E-commerce and Social-Media.

Further, for customers, we run an Annual 'Customer Voice Survey' to gauge overall performance and sentiment across our distributors and customer's network. The feedback is taken across facets like Overall experience, Customer Service, Finance, Supply Chain, IT support, etc. Currently in the second year of its running, the annual check on Customer pulse, provides real time insights on things going well, things we need to do more of and areas which need correction

**LI-5. Provide the following information relating to data breaches: a. Number of instances of data breaches along-with impact**

Nil, there were no instances of reportable data breaches in the current Financial Year.

**LI-5. Provide the following information relating to data breaches: b. Percentage of data breaches involving personally identifiable information of customers**

Nil, there were no instances of reportable data breaches involving personally identifiable information.