

July 12, 2024

The Secretary,  
Listing Department,  
BSE Limited,  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai – 400 001  
Scrip Code: 531642

The Manager,  
Listing Department,  
National Stock exchange of India Limited,  
'Exchange Plaza', C-1, Block G,  
Bandra Kurla Complex, Bandra (East),  
Mumbai 400 051  
Scrip Symbol: MARICO

Dear Sir/Madam,

**Sub: Business Responsibility and Sustainability Report for the financial year 2023-24**

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the Business Responsibility and Sustainability Report (“**BRSR**”) of the Company for the financial year 2023-24, which also forms part of the Integrated Annual Report for the financial year 2023-24 submitted to the exchanges vide our letter dated July 12, 2024. An Independent Assurance statement (Reasonable Assurance) from M/s. BDO India LLP on BRSR Core disclosures is also enclosed herewith.

The same can also be accessed on the website of the Company at:  
<https://marico.com/india/investors/documentation/annual-reports>.

Kindly take the above on record.

Thank you.

Yours faithfully,

For **Marico Limited**

**Vinay M A**  
**Company Secretary & Compliance Officer**

Encl.: As above

# Independent Assurance Statement

To,  
The Board of Directors  
**Marico Limited**  
Grande Palladium, 7<sup>th</sup> floor, CST Road  
Santacruz East, Mumbai, 400098

**Independent Assurance Statement to Marico Limited on select sustainability disclosures in the Business Responsibility and Sustainability Report for the financial year 2023-24.**

## Introduction and objective of engagement

Marico Limited (the 'Company') has developed its **Business Responsibility and Sustainability Report (BRSR)** (the 'Report') including the BRSR Core indicators based on the BRSR reporting guidelines prescribed by SEBI for listed entities. The reporting criteria have been derived from the Principles of National Guidelines on Responsible Business Conduct (NGRBC), 2018, and Greenhouse Gas (GHG) Protocol - A Corporate Accounting and Reporting Standard.

BDO India LLP was engaged by the Company to provide independent assurance on BRSR Core indicators of the Report that includes the Company's performance for the period 1<sup>st</sup> April 2023 through 31<sup>st</sup> March 2024.

## The Company's responsibilities

The report content and its presentation are the sole responsibilities of the management of the Company. The Company management is also responsible for the design, implementation, and maintenance of internal controls relevant to the preparation of the Report, so that it is free from material misstatement.

## BDO's responsibilities

BDO's responsibility, as agreed with the management of the Company, is to provide reasonable assurance on the BRSR Core indicators as described in the 'Scope & boundary of assurance' section below. We do not accept or assume any responsibility for any other purpose or to any other person or organization. Any reliance a third party may place on the Report is entirely at its own risk.

## Assurance standard

We conducted our 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 Statement" issued by the International Auditing and Standards Board. We applied the criteria of 'Reasonable' assurance.

## Scope & boundary of assurance

We have assured the BRSR Core indicators in the Report, pertaining to the Company's non-financial performance for the period 1<sup>st</sup> April 2023 through 31<sup>st</sup> March 2024. We understand that the financial information in the BRSR Core are derived from the Company's audited financial records. The reporting scope and boundary cover the Company's operations.

## Assurance methodology

Our assurance process entails conducting procedures to gather evidence regarding the reliability of the disclosures covered in the assurance scope. Verification of BRSR Core performance data, was conducted at the following sites, on a sample basis:

On-site review	On-line review
• Corporate Office, Mumbai, Maharashtra	• Pondicherry
• Perundurai, Tamil Nadu	• Sanand, Gujarat
• Jalgaon, Maharashtra	

Our professional judgement as Assurance Provider was used for selection of Company's locations/facilities and non-financial information for the verifications.

We conducted a review and verification of data collection, collation, and calculation methodologies, and a general review of the logic of inclusion/ omission of relevant information/ data in the Report. Our review process included:

- Evaluate and assess the appropriateness of the quantification methods used to arrive at the non-financial sustainability information of the BRSR Core indicators in the Report;
- Review of consistency of data/information within the Report as well as between the Report and source;
- Engagement through discussions with personnel at both corporate and business unit levels who are accountable for the data and information presented in the Report;
- Execution of an audit trail of claims and data streams, to determine the level of accuracy in collection, transcription, and aggregation;
- Review of data collection and management procedures, and related internal controls.

## Limitations and exclusions

There are inherent limitations in an assurance engagement, including, for example, the use of judgment and selective testing of data. Accordingly, there are possibilities that material misstatements in the sustainability information of the BRSR Core indicators in the Report may remain undetected.

The assurance scope excludes:

- Data and information outside the defined reporting period (1<sup>st</sup> April 2023 to 31<sup>st</sup> March 2024);
- Review of the 'economic and/or financial performance indicators' included in the Report or on which reporting is based; we have been informed by the Company that these are derived from the Company's audited financial records;
- The Company's statements that describe the expression of opinion, belief, inference, aspiration, expectation, aim, or future intention.

## Our observations

The BRSR Core disclosures of the Company as defined under the scope of assurance are fairly reliable and in line with the SEBI guidelines. We have provided our observations to the Company in a separate Management Letter, which does not, however, affect our conclusions regarding the Report.

## Our conclusion

We have reviewed the BRSR Core indicators in the "Report" for the reporting period from 1<sup>st</sup> April 2023 through 31<sup>st</sup> March

2024. Based on the scope of our review, we conclude that the disclosures as mentioned in 'Scope and boundary of assurance' reasonably fulfil the criteria of relevance, completeness, reliability, neutrality, and understandability.

## Our assurance team and independence

BDO India LLP is a professional services firm providing services in Advisory, Assurance, Tax, and Business Advisory Services, to both domestic and international organizations across industry sectors. Our non-financial assurance practitioners for this engagement are drawn from a dedicated Sustainability and ESG Team in the organization. This team is comprised of multidisciplinary professionals, with expertise across the domains of sustainability, global sustainability reporting standards and principles, and related assurance standards. This team has extensive experience in conducting independent assurance of sustainability data, systems, and processes across sectors and geographies. As an assurance provider, BDO India LLP is required to comply with the independence requirements set out in the International Federation of Accountants (IFAC) Code of Ethics for Professional Accountants. Our independence policies and procedures ensure compliance with the Code.

**For BDO India LLP**

**Indra Guha**

Gurugram, Haryana  
27 June 2024

Partner | Sustainability & ESG  
Business Advisory Services

# Environmental, Social and Governance (ESG) and Business Responsibility and Sustainability Report (BRSR)

At Marico, sustainability is regarded as a business enabler that influences key strategic decisions. Having ingrained sustainability into its culture, Marico has spurred towards a carbon neutral future. This transformation is driven by robust sustainability governance structure, ethical business conduct, ESG risk mitigation strategies, ambitious targets towards transitioning to low-carbon sources, lowering GHG emission intensity, achieving water stewardship, incorporating responsible sourcing principles, and mapping product sustainability footprint. Considering the Company's deep focus on Sustainability, ESG is considered a Board-level mandate from a governance standpoint and discussed periodically as part of Board meetings.

As part of our commitment to drive sustainable value creation and stakeholder capitalism, we have continued to drive impactful initiatives and actions under the Sustainability 2.0 Framework launched in FY 22. Covering over 50 KPIs across the environmental, social, and governance pillars - the framework defines Marico's long-term sustainability goals that we aim to achieve by 2030. Marico's Sustainability 2.0 roadmap reaffirms our commitment to becoming a future-ready organization that creates value for all stakeholders, from our employees and business partners to the communities in which we operate. The program aims to reduce its environmental impact, balance profitability with social license to operate, and implement a more transparent, efficient, and effective corporate governance framework. A detailed write-up on Marico's stakeholder engagement process, covering inter alia the constituents of stakeholder ecosystem, engagement objectives and mode of engagement, has been provided as part of the Chapter titled "Stakeholder Engagement" Pg no. 74 of this Integrated Annual Report.

As part of the deployment, Marico has adopted an extensive 8-point commitment to effect change around key focus areas ranging from Net Zero emissions in domestic operations by 2030, Circular Economy, Responsible Sourcing, Inclusivity and Diversity, Human Rights and Ethics, etc.

At Marico, we realize the power of being transparent and accountable as an organization, which in turn, helps in

maintaining the trust that stakeholders' have placed in us. Disclosure practices are considered as strong tools to share strategic developments, business performance and the overall value generated for various stakeholder groups over a period of time. Marico has published its sixth Integrated Annual Report underlining the new set of targets and business goals that pave the way for short, medium and long-term value creation of the Company. Keeping up with changes in regulatory requirements and evolving disclosure patterns, Marico is presenting its second Business Responsibility and Sustainability Report ("BRSR"), alongwith the Reasonable Assurance report on the BRSR Core from an independent agency. The BRSR covers the Company's performance against the nine principles of the 'National Guidelines on Responsible Business Conduct' and is in adherence to the SEBI Listing Regulations.

The financial sections of BRSR are presented in line with the requirements of the Act read with the rules made thereunder, the Indian Accounting Standards, the SEBI Listing Regulations and the requisite Secretarial Standards issued by the Institute of Company Secretaries of India. The non-financial section (Sustainability and Corporate Social Responsibility) is presented in conformance to the Global Reporting Initiative (GRI) Standard's Core Performance Indicators, the UN Sustainable Development Goals (SDGs) and other sector relevant international sustainability disclosure guidelines.

## Section A : General Disclosures



### Principle 1

The principle aims to adopt, implement, and make disclosures about company's ethical conduct and transparency in business operations. The principle emphasizes the use of ethical business practices across the value chain of the company and is put into practice using the company governance structure by defining economic, social, and environmental responsibilities.



### Principle 4

This principle acknowledges that businesses operate in an ecosystem that includes some stakeholders, such as shareholders and investors, and that their activities have an impact on natural resources, habitats, communities, and the environment. The principle emphasizes that businesses have a responsibility to maximize the positive effects while minimizing and mitigating the negative effects of their products, operations, and practices on their stakeholders.



### Principle 7

This principle acknowledges that business functions are under national and international regulatory and policy frameworks that direct their growth and give distinct limits and bounds. The idea acknowledges that corporations can legitimately interact with governments to have their complaints heard or to have their opinions heard in the formulation of public policy. Additionally, public policy advocacy must advance the common good according to the law.



## Section B : Management and Process Disclosures



### Principle 2

The principle emphasises that companies should put safety and resource efficiency first when designing and producing their goods. The goods must be produced in such a way that, from the time of their conception until their final disposal, they minimize and mitigate their negative effects on the environment and society while also adding value. This principle pushes organizations to comprehend all material sustainability challenges throughout the life cycle and value chain of their products.



### Principle 5

The principle acknowledges that businesses operate in an ecosystem of stakeholders and that these operations impact the environment, natural resources, ecosystems and communities. It emphasizes that businesses must maximize the positive impact from their operations, behavior and products whilst minimizing and managing the negative effects. These rights are viewed as being inherent, unalienable, interconnected and indivisible.



### Principle 8

The principle highlights the national and development agenda in accordance with the goals and priorities of the government, while identifying the country's social and economic development difficulties. This is important in areas where social unrest and low human development are prevalent. This principle encourages commercial, governmental and civil society collaboration. This idea affirms the interdependence of economic success, inclusive growth and equitable development.



## Section C: Principle-Wise Performance Disclosure



### Principle 3

The principle encompasses all practices and policies that promote equity, dignity, and well-being for all workers who are involved in a company's value chain or within its own organization, without discrimination and in a way that respects diversity, as well as the provision of decent work for all of them. A worker's welfare and the welfare of his or her family are both mentioned in the principle.



### Principle 6

This principle requires businesses to address and methodically manage problems like pollution, biodiversity conservation, sustainable resource use and climate change. It gives preference to environmental issues that are interconnected at local, regional and global levels. It encourages implementation of environmental procedures and practices to reduce or eliminate the negative impact of business activities, across the value chain. It also persuades companies to act in accordance with the precautionary principle at all times.



### Principle 9

According to this principle, a company's main goal is to provide safe products and services to its customers, thereby generating value for both. Acknowledging that consumers have several options for products and services, businesses work hard to offer their customers, products that are secure, reasonably priced, simple to use and safe to discard. Businesses, together with other important stakeholders, play a pivotal role in reducing the negative impacts of excessive consumption of their products on the society's overall well-being.

## SECTION A- GENERAL DISCLOSURES

### I. Details of the listed entity

I-1	Corporate Identity Number (CIN) of the listed entity	: L15140MH1988PLC049208
I-2	Name of the listed entity	: Marico Limited
I-3	Year of incorporation	: 13-10-1988
I-4	Registered office address	: 7 <sup>th</sup> Floor, Grande Palladium, 175 CST Road, Kalina, Santacruz (East), Mumbai 400098
I-5	Corporate address	: 7 <sup>th</sup> Floor, Grande Palladium, 175 CST Road, Kalina, Santacruz (East), Mumbai 400098
I-6	E-mail	: investor@marico.com
I-7	Telephone	: 022 - 66480480
I-8	Website	: www.marico.com
I-9	Financial year for which reporting is being done	: 01/04/2023 to 31/03/2024
I-10	Name of the Stock Exchange(s) where shares are listed	: 1. BSE Limited (BSE) 2. National Stock Exchange of India Limited (NSE)
I-11	Paid-up Capital:	: ₹ 1,29,41,01,828
I-12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	: Name: Mr. Amit Bhasin Designation: Chief Legal Officer and General Counsel Email Id: amit.bhasin@marico.com
I-13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together):	: The financial information presented in this report pertains to Marico Limited ("Marico" or "Company") on a standalone basis. The non-financial disclosures are limited to Marico's India operations, unless otherwise specified at relevant sections.
I-14	Name of assurance provider	: BDO India LLP
I-15	Type of assurance obtained	: Reasonable Assurance for BRSR Core indicators.

### II. Products/services

#### II-16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Fast moving consumer goods	Food, skincare, hair care and personal care	100

#### II-17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Edible Oil & Foods	10402 and 10750	70%
2	Personal Care	20236 and 20237	29%

### III. Operations

#### III-18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of Plants	Number of Operations/Offices	Total
National	7	5	12
International	8	24	32

#### III-19. Markets served by the entity:

##### a. Number of locations

Locations	Number
National (No. of States)	28
International (No. of Countries)	49

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

4.6%

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

Marico is one of India's leading consumer products companies in the global beauty and wellness space. It operates in product categories such as Coconut Oil, Refined Edible Oils, Value Added Hair Oils, Leave-in Hair Conditioners, Male Grooming and Packaged Foods, among others. Marico's product portfolio caters to a diverse range of consumer needs and preferences, ranging from hair nourishment and styling to nutrition, immunity, and healthy snacking. Marico has a large distribution network of more than 7,500 distributors covering over 5.6 million retail outlets across urban and rural India as well as strong presence across key Modern Trade chains and E-Commerce platforms. This network helps us reach out to more than 59,000 villages in India and almost every Indian town with population over 5,000. The backbone of the well-connected distribution channel which ensures availability of our products to consumers are the state-of-the-art facilities which includes 6 manufacturing facilities, 25 warehouses and 4 re-distribution centres.

### IV. Employees

#### IV-20. Details as at the end of Financial Year:

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

S. No.	Particulars	Total(A)	Male		Female	
			No(B)	%(B/A)	No(C)	%(C/A)
<b>Employees</b>						
1	Permanent (D)	1772	1450	81.83%	322	18.17%
2	Other than Permanent (E)	10	3	30.00%	7	70.00%
3	<b>Total employees (D + E)</b>	<b>1782</b>	<b>1453</b>	<b>81.54%</b>	<b>329</b>	<b>18.46%</b>
<b>Workers</b>						
4	Permanent (F)	62	62	100.00%	0	0.00%
5	Other than Permanent (G)	0	0	0.0%	0	0.0%
6	<b>Total Workers (F + G)</b>	<b>62</b>	<b>62</b>	<b>100.00%</b>	<b>0</b>	<b>0.00%</b>

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

S. No.	Particulars	Total(A)	Male		Female	
			No(B)	%(B/A)	No(C)	%(C/A)
<b>Differently Abled Employees</b>						
1	Permanent (D)	15	6	40.00%	9	60.00%
2	Other than Permanent (E)	0	0	0.0%	0	0.0%
3	<b>Total differently abled employees (D + E)</b>	<b>15</b>	<b>6</b>	<b>40.00%</b>	<b>9</b>	<b>60.00%</b>
<b>Differently Abled Workers</b>						
4	Permanent (F)	0	0	0.0%	0	0.0%
5	Other than Permanent (G)	0	0	0.0%	0	0.0%
6	<b>Total Workers (F + G)</b>	<b>0</b>	<b>0</b>	<b>0.0%</b>	<b>0</b>	<b>0.0%</b>



**IV- 21. Participation/Inclusion/Representation of women**

Particulars	Total(A)	No. and percentage of Females	
		No(B)	%(B/A)
Board of Directors	12	03	25.00%
Key Management Personnel	03	0	0.00%

**IV-22. Turnover rate for permanent employees and workers. (Disclose trends for the past 3 years)**

Particulars	Turnover rate in FY 2023-24			Turnover rate in FY 2022-23			Turnover rate in FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13.92%	15.67%	14.29%	16.29%	15.91%	16.23%	17.27%	15.89%	17.06%
Permanent Workers	4.7%	NA	4.7%	0%	NA	0%	1.5%	NA	1.5%

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

**V-23. (a) Names of holding / subsidiary / associate companies / joint ventures.**

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Marico Bangladesh Limited (MBL)	Subsidiary	90%	No
2	MBL Industries Limited	Subsidiary	100%	No
3	Marico Middle East FZE	Subsidiary	100%	No
4	MEL Consumer Care S.A.E.	Subsidiary	100%	No
5	Egyptian American Investment and Industrial Development Company S.A.E	Subsidiary	100%	No
6	Marico South Africa (Pty) Limited	Subsidiary	100%	No
7	Marico South Africa Consumer Care (Pty) Limited	Subsidiary	100%	No
8	Marico Egypt for Industries S.A.E.	Subsidiary	100%	No
9	Marico for Consumer Care Products S.A.E.	Subsidiary	100%	No
10	Marico Malaysia Sdn.Bhd.	Subsidiary	100%	No
11	Marico South East Asia Corporation	Subsidiary	100%	No
12	Marico Innovation Foundation	Subsidiary	100%	Yes
13	Parachute Kalpavriksha Foundation	Subsidiary	100%	Yes
14	Marico Lanka (Private) Limited	Subsidiary	100%	No
15	Zed Lifestyle Private Limited	Subsidiary	100%	No
16	Apcos Naturals Private Limited	Subsidiary	60%	No
17	Marico Gulf LLC	Subsidiary	100%	No
18	HW Wellness Solutions Private Limited	Subsidiary	53.98%	No
19	Beauty X Joint Stock Company	Subsidiary	100%	No
20	Satiya Nutraceuticals Private Limited (SNPL)	Subsidiary	51.36%	No
21	Juizo Advisory Private Limited (Wholly owned subsidiary of SNPL)	Subsidiary	51.36%	No

**VI. CSR Details**

**VI-24.** (i). Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - **Yes**

**VI-24.** (ii). Turnover (in Rs.). - **70,01,69,17,766**

**VI-24.** (iii). Net worth (in Rs.)- **41,14,11,35,929**

**VII. Transparency and Disclosures Compliances**

**VII-25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes <a href="https://marico.com/india/contact-us/query-form">https://marico.com/india/contact-us/query-form</a>	0	0	-	0	0	-
Investors (other than shareholders)	Yes <a href="https://marico.com/india/investors/investor-relations-grievances">https://marico.com/india/investors/investor-relations-grievances</a>	0	0	-	0	0	-
Shareholders	Yes <a href="https://marico.com/india/investors/investor-relations-grievances">https://marico.com/india/investors/investor-relations-grievances</a>	30	0	-	27	0	-
Employees and workers	Yes <a href="https://marico.com/aboutus_coc/pdf/Marico-Code-of-Conduct.pdf">https://marico.com/aboutus_coc/pdf/Marico-Code-of-Conduct.pdf</a>	29	7	-	16	4	-
Customers	Yes. <a href="https://marico.com/contact-us">https://marico.com/contact-us</a>	148	0	-	66	0	-
Value Chain partners	Yes <a href="https://marico.com/india/about-us/code-of-conduct">https://marico.com/india/about-us/code-of-conduct</a>	0	0	-	3	0	-
Other (please specify)	-	-	-	-	-	-	-

VII-26. Overview of the entity's material responsible business conduct issues. Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

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 & Opportunity	<p><b>Risk:</b></p> <ul style="list-style-type: none"> <li>Marico relies on agricultural produce for raw material sourcing. Climate change related events such as draught, flooding, change in weather patterns can have adverse impact on agricultural productivity and thus, affect raw material availability.</li> <li>Marico's manufacturing facilities and associated value chains could be vulnerable to disruptions from climate change-related extreme weather events. Turning Risk into opportunity: Minimisation of environmental footprint from operations; enhanced fuel, energy, and cost savings</li> </ul>	<ul style="list-style-type: none"> <li>Reduction in direct and indirect GHG emissions through: <ul style="list-style-type: none"> <li>Investment in low- carbon technologies Increase in share of renewable and clean energy.</li> <li>Carbon sequestration through afforestation.</li> <li>Mapping of physical climate risks across agriculture-value chain</li> </ul> </li> </ul>	<p>Negative Implications due to climate related impacts on raw material availability and operations</p> <p>Positive implications due to opportunities for innovations for climate resilient agriculture and innovations for low carbon solutions.</p>
2	Agricultural Productivity	Risk & Opportunity	<p><b>Risk:</b></p> <p>Agriculture is a major source of raw materials for Marico's products, including food, personal care, and household products. Therefore, any disruption in the agricultural sector can potentially lead to supply chain disruptions, higher costs, and ultimately affect the profitability of the company. Turning Risk into opportunity:</p> <ul style="list-style-type: none"> <li>Establishing traceability of agro-based raw materials directly from the source of origin</li> <li>Boosting productivity and livelihood generation for farmers by deploying sustainable agricultural techniques</li> </ul>	<ul style="list-style-type: none"> <li>Promotion of sustainable agricultural practices for farmers to adapt to environmental risks.</li> <li>Diversification of supplier portfolio</li> <li>Enhanced direct engagement with critical suppliers</li> </ul>	<p>Negative Implications include potential reductions in agricultural productivity that can result in price volatility for agricultural commodities leading to increased costs for the company. This may result in higher prices for consumers, which can impact demand for their products.</p> <p>Positive implications may include opportunities for sustainable agricultural practices and enhancing supply chain traceability for critical raw materials.</p>
3	Plastic Waste Management	Risk & Opportunity	<p><b>Risk:</b></p> <p>Plastic waste management has become a critical issue in recent years due to its adverse impact on the environment. We, at Marico, understand the criticality of taking actions to reduce the plastic waste footprint of the company. However, the process of plastic waste management can incur an increase in the operations costs which include compliance costs (obtaining licenses, permits, and certifications), packaging costs (R&amp;D, product testing, and design changes), plastic waste collection and disposal costs, and supply chain costs (higher costs for sourcing raw materials, transportation, and logistics). To comply with extended producer's responsibility, Marico must ensure collection, recycling, co-processing, and safe disposal of pre- and post-consumer plastic waste. This can lead to increase in cost of operations.</p> <p>Turning Risk into opportunity:</p> <ul style="list-style-type: none"> <li>Creation of sustainable packaging portfolio based on circularity principles</li> <li>Minimisation of products' emissions footprint, thus reducing the overall Scope 3 emission intensity</li> <li>Active participation in promoting circular economy principles within sectoral and market dynamics</li> </ul>	<ul style="list-style-type: none"> <li>Dematerialisation in packaging</li> <li>Use of recycled as well as recyclable plastic materials in packaging.</li> <li>100% compliance to Extended Producer Responsibility (EPR) framework to ensure collection, proper recycling/co-processing, and environmentally safe disposal of pre- and postconsumer plastic waste.</li> </ul>	<p>Negative implications deal with handling and disposing of plastic waste which can be costly, particularly if the company needs to invest in additional waste management infrastructure or technologies.</p> <p>Positive implications may arise due to opportunities for product innovation and creation of circular business models.</p>

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Freshwater Availability	Risk & Opportunity	<p><b>Risk:</b> Marico relies on water-intensive raw materials and manufacturing processes which might be located in regions where water scarcity is a major concern. Water shortages can lead to supply chain disruptions, crop failures, and increased production costs for the company, which can ultimately impact the availability and price of goods for consumers. Turning Risk into opportunity:</p> <ul style="list-style-type: none"> <li>• Rejuvenation of water balance in the ecosystem through replenishment of reserves in areas of water stress</li> <li>• Reduced dependence on freshwater sources by switching to stored rainwater within facilities to meet process-related requirements, and recycling effluents for industrial and domestic consumption</li> </ul>	<ul style="list-style-type: none"> <li>• Source water vulnerability assessment for all operations (using scientific tools and methods) to identify water stress quotients near Marico's manufacturing footprint. Replenishment of equivalent volumes of water as consumed in operations, through various capacity creation measures that benefit local community and agriculture</li> <li>• Installation of water efficient measures, rainwater storage units and technological upgrades across commercial and operational premises</li> <li>• Integrating zero liquid discharge principles</li> </ul>	<p>Negative implications include water scarcity which can lead to increased costs for the company due to investments in water-saving technologies or switching to alternative and expensive water sources. This can lead to reduced profitability and increased product prices for consumers. Positive implications may arise due to opportunities for watershed development and freshwater demand management. Marico has created 373 Crore litres of water capacity for communities (cumulatively) equivalent to more than 2.5 times of the water consumption in Marico's operations.</p>
5	Product Safety	Risk & Opportunity	<p><b>Risk:</b> Products that are not safe for consumption or use can pose significant health risks to consumers. This can result in product recalls, regulatory penalties, and reputational damage. Marico need to uphold highest levels of product safety standards in food products as well as personal care products to prevent any potential harms to consumers. Turning Risk into opportunity:</p> <ul style="list-style-type: none"> <li>• Improvement in environmental and social footprint of products</li> <li>• Establishment of traceability</li> <li>• Ensuring 100% compliance with world-class quality and safety norms</li> </ul>	<p>Conducting Product Sustainability Assessments for top product SKUs (by revenue) to measure product quality, ingredient safety, and product environmental footprint across lifecycle, and certify products on internal standards</p>	<p>Negative implication as product recalls from the market can result in significant costs, including the cost of product replacement, disposal, and potential legal fees</p> <p>Positive implications due to opportunities for consumer centric product innovation</p>

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)
6	Talent acquisition and retention	Opportunity	<ul style="list-style-type: none"> <li>• Investing in 'hiring right', 'talent development and engagement' program helps attract and retain top talent.</li> <li>• Socially inclusive and responsible work culture that leads with ethics, ownership, and trust improves employee's productivity.</li> </ul>		<p>Positive implications as effective talent acquisition and retention strategies, will improve employee turnover rate, attract new talent, and overall enhance company's human capital</p>
7	Employee Health, Safety & Wellbeing	Risk & Opportunity	<p><b>Risk:</b> Employees can face workplace hazards leading to injuries and illnesses can result in increased medical costs, lost productivity, and legal liabilities. Additionally, poor employee health and well-being can result in increased absenteeism and turnover rates. Turning Risk into opportunity:</p> <ul style="list-style-type: none"> <li>• Risk- free operations and improved productivity</li> <li>• Building a safe and sustainable working environment to boost employee motivation</li> </ul>	<ul style="list-style-type: none"> <li>• Focus on reducing risk exposure and enhancement of mitigation practices across facilities through training, monitoring, and implementation of safe practices</li> <li>• Driving employee engagement and wellbeing programmes for better mental health and stress-free life</li> </ul>	<p>Negative implication as any workplace health and safety concerns can negative impact employee productivity.</p> <p>Positive implications due to opportunities for enhance employee engagement.</p>
8	Health & Nutrition	Opportunity	<p>Food products as well as personal care products made from healthier ingredients can promote healthy lifestyle for the consumers.</p>		<p>Positive Implications due to healthy and physical wellness related benefits created for consumers of tomorrow.</p>
9	Supply chain disruptions	Risk & Opportunity	<p><b>Risk:</b> Marico relies on a complex network of suppliers, manufacturers, and distributors to produce and deliver their products to customers. Disruptions to any part of the supply chain can result in production delays and inventory shortages. Turning Risk into opportunity:</p> <ul style="list-style-type: none"> <li>• Adoption of responsible business practices across value chain</li> <li>• Promotion of local, indigenous produce that has a significantly lower environmental footprint</li> </ul>	<ul style="list-style-type: none"> <li>• Promoting local procurement</li> <li>• Implementation of responsible sourcing framework 'Samyut' for critical suppliers - raw material, packaging material suppliers, depots and warehouses, third party manufacturing units</li> <li>• Advocating business ethics and human rights principles through trainings and business communications for all suppliers to help them imbibe human rights principles in their operations</li> </ul>	<p>Negative implication as production delays can lead to increased costs and decreased revenue. Supply chain disruption can increase costs if the company is forced to source materials or products from alternative suppliers or manufacturers.</p> <p>Positive implications due to opportunities for enhanced engaged with suppliers and promotion of use of local, indigenous raw materials.</p>

**SECTION B- MANAGEMENT AND PROCESS DISCLOSURES**

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	Policy nos. A, B, C, D	Policy nos. B, E, F	Policy nos. G, H, I, J	Policy nos. B, K	Policy nos. H, I	Policy nos. G, L	Policy no. B	Policy no. K	Policy nos. E, M
(See the list of policies enlisted here as A-M)	A. Anti-bribery & corruption policy <a href="https://sustainability.marico.com/pdfs/Anti \ Bribery-Anti-Corruption-Policy.pdf">https://sustainability.marico.com/pdfs/Anti \ Bribery-Anti-Corruption-Policy.pdf</a> B. Marico Code of Conduct <a href="https://marico.com/aboutus_coc_pdf/Marico-Code-of-Conduct.pdf">https://marico.com/aboutus_coc_pdf/Marico-Code-of-Conduct.pdf</a> C. Related Party Transaction Policy <a href="https://marico.com/investorspdf/Policy_on_Related_Party_Transactions.pdf">https://marico.com/investorspdf/Policy_on_Related_Party_Transactions.pdf</a> D. Determining Materiality of Event or Information Policy <a href="https://marico.com/investorspdf/Policy_for_Determination_of_Materiality_of_Events_or_Information_July_28,_2023.pdf">https://marico.com/investorspdf/Policy_for_Determination_of_Materiality_of_Events_or_Information_July_28,_2023.pdf</a> E. Product Stewardship Policy <a href="https://sustainability.marico.com/pdfs/Product%20ewardship%20policy.pdf">https://sustainability.marico.com/pdfs/Product%20ewardship%20policy.pdf</a> F. Responsible Sourcing Policy <a href="https://sustainability.marico.com/pdfs/Responsible%20Sourcing%20Policy.pdf">https://sustainability.marico.com/pdfs/Responsible%20Sourcing%20Policy.pdf</a> G. Health & Safety Policy <a href="https://sustainability.marico.com/pdfs/Occupational%20Health%20&amp;%20Safety%20policy.pdf">https://sustainability.marico.com/pdfs/Occupational%20Health%20&amp;%20Safety%20policy.pdf</a> H. Human Rights Policy <a href="https://sustainability.marico.com/pdfs/Human%20rights%20Policy.pdf">https://sustainability.marico.com/pdfs/Human%20rights%20Policy.pdf</a> I. POSH Policy <a href="https://sustainability.marico.com/pdfs/Marico-PoSH-Policy.pdf">https://sustainability.marico.com/pdfs/Marico-PoSH-Policy.pdf</a> J. Equal Opportunity Policy <a href="https://sustainability.marico.com/pdfs/Equal%20opportunity%20policy.pdf">https://sustainability.marico.com/pdfs/Equal%20opportunity%20policy.pdf</a> K. CSR Policy <a href="https://marico.com/investorspdf/Corporate_Social_Responsibility_Policy.pdf">https://marico.com/investorspdf/Corporate_Social_Responsibility_Policy.pdf</a> L. Environment Policy <a href="https://sustainability.marico.com/pdfs/Environment%20Policy.pdf">https://sustainability.marico.com/pdfs/Environment%20Policy.pdf</a> M. Marico IT Policy <a href="https://sustainability.marico.com/pdfs/Marico-IT-Policy.pdf">https://sustainability.marico.com/pdfs/Marico-IT-Policy.pdf</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	1. Policies are aligned with International Standards like ISO 14001: Environment Management System, OHSAS 18001/ISO 45001: Occupational Health and Safety Management Systems, SA 8000: Social Accountability, and FSSC 22000/ISO 22000/ HACCP: Food Safety Management System. 2. We have also ensured adherence to applicable laws and international standards like Global reporting initiative (GRI), IIRC, CDP, ILO, UNSDG etc. 3. Administrative and factory building are designed as per "Green building codes of IGBC". 4. Our non-financial data is assured by BDO India LLP based on International Standard on Assurance Engagements 3000 (ISAE 3000).								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Marico declared sustainability focus areas and related targets in FY17 covering climate change, water, responsible sourcing, circular economy, and social commitments. Company has achieved phase 1 targets for all these focus areas in year ended with Mar 31, 2022. Considering the changing environment and expectations from leading corporates, we deliberated the need to review the focus areas and add new challenging and relevant goals. We have launched the Marico ESG 2.0 framework, which serves as a launchpad to the next Decade of Action (2030). The eight focus areas that will top the agenda are – <ol style="list-style-type: none"> <li>Climate Change: Achieve "Net Zero emissions" in global operations (own manufacturing facilities) and mitigate value chain climate impact in-line with the 1.50 scenario</li> <li>Water Stewardship: Become a 'water steward' organization by creating water availability to community and ensure water neutral operations</li> <li>Circular Economy: Minimize environmental impact of plastics throughout their life cycle through 100% recyclable or reusable plastic and usage of PCR</li> <li>Responsible Sourcing: Promotion &amp; support adoption of responsible practices throughout the supply chain through certification for critical suppliers: 100% for Level-1 and 50% for Level-2</li> <li>Brands with Purpose: Make a difference to our stakeholders by driving 5 purposeful brand programs</li> <li>Inclusion and Diversity: Create an inclusive &amp; diverse culture and work environment</li> <li>Sustainable Agriculture: Boost economic self-sufficiency of farmers by improving the productivity of their farms</li> <li>Corporate Governance: Ensuring Corporate governance by practicing ethical business practices and robust risk mitigation.</li> </ol>								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<b>No.</b>	<b>Goal / Focus area</b>	<b>Achievement</b>						
	1	Climate change	1. Reduction in GHG emissions intensity: 79.9% (Against FY13 baseline) 2. Renewable energy share: 67.35% 3. Carbon neutral units: 01 4. Green building: 04						
	2	Water Stewardship	1. Operational water footprint offset through rain-water potential creation: 100%. 2. Rain-water conservation potential created: 373 Cr Litre 3. Rainwater collected and used in operations: 327.690 KL 4. Recycling and usage of effluent in operations: 100%						



Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	3	Circular economy		1. Recyclable packaging material share: 95.3% 2. Recycled plastic (PCR): 2 Successful projects with 20-50% PCR 3. EPR compliance: 100%					
	4	Responsible sourcing		1. Critical business associates certified for Level 1: 82% 2. Critical business associates certified for Level 2: 26%					
	5	Brands with purpose		1. Parachute brand is committed to driving sustainable agriculture and helping farmers with scientific farming practices to improve productivity. 2. Nihar is committed for helping under privileged children in education and has benefitted 15+ Lac children and 3.75 Lac+ teachers till date					
	6	Inclusion and diversity		1. Diversity: 28.9% 2. Inclusion index: 82					
	7	Sustainable agriculture		1. No. of farmers enrolled: 1.01 Lac					
	8	Corporate governance		1. Code of conduct certification (employees): 100% 2. Critical vendors awareness creation about "Code of business ethics": 100%					

**Governance, leadership and oversight**

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Please refer to MD's statement (Pg no. 30) in the Integrated Annual Report
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Managing Director & CEO is responsible for ensuring the business responsibility/ sustainability activities of the Company. The Sustainability Committee is chaired by the Chief Legal Officer & Group General Counsel and comprises three more senior officials, who assist the MD & CEO in driving the sustainability agenda.
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes. Marico has a "Sustainability Committee" overseen by Board and led by the Managing Director & CEO. The Committee is responsible for strategy and decision making on sustainability related issues. Details of the composition of Sustainability Committee have been provided as part of the Corporate Governance Report. Further, the Board of Directors periodically discusses ESG/Sustainability matters as part of its meetings.

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

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	All NGRBC related policies are reviewed by the Committee of the Board and the Director respectively, with Principles 1,3,4,5 & 8 reviewed by the Committee of the Board and Principles 2,6,7 & 9 are reviewed by the Director.									Half yearly								

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
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 Committee of the Board for Principles 1,3,4,5 & 8 by Director for Principles 2,6,7 & 9.									Half yearly								

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	Yes, Marico has conducted independent assessments and evaluation of the working of its policies. Some of the specific principle-wise assessments are listed below: <ul style="list-style-type: none"> <li>BRSR Core Reasonable Assurance was conducted by BDO India LLP</li> <li>P1: Auditing partners for Governance and risk management related aspects – Deloitte</li> <li>P5: ISO 45001 standard certification on Occupational Health and Safety conducted by Intertek</li> <li>P6: ISO 14001 standard certification on Environmental management systems conducted by Intertek and Limited Assurance on Scope 3 GHG emissions conducted by BDO India LLP</li> <li>P8: CSR programs (Education, Water Stewardship, Sustainable Agriculture &amp; Livelihood Improvement) by Research Triangle Institute (RTI) India.</li> <li>P9: Complaint Handling Process conducted by DNV GL for the ISO 10002:2018 Standard.</li> <li>ISO 27001:2013 standard certification on Information Security Management System conducted by Alcumus ISOQAR Ltd.</li> </ul>								

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) It is planned to be done in the next financial year (Yes/No) Any other reason (please specify)	NA								

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

**PRINCIPLE 1.**

**Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

**Essential Indicators**

**EI-1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:**

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	08	As part of familiarisation programmes and discussions during meetings, specific sessions are organized for Board Members with the Executive Management Team/KMPs to provide an in-depth perspective and insights regarding business, innovation, ESG, CSR, human capital management, culture, Go-to-Market strategies, technology, compliance and governance, code of conduct, insider trading, POSH, etc	100%
Key Managerial Personnel (KMP)	09	Code of Conduct, Insider Trading, POSH, Safety, Diversity & Inclusion	100%
Employees other than BoD & KMP	83 classroom and 912 online learning	Sample Topics: Code of Conduct, MS Excel, Relationship Management, Time Management, Stakeholder Management & Influencing, Habits for Self-Effectiveness, Safety, Diversity & Inclusion, Insider Trading and POSH	94.9%
Workers	06	Health and safety, Product quality	100%

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

Category	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty-1	Principle 1	State Tax Officer, Uttarakhand	188,976/-	Demand Notice under Section 130 of the Central Goods and Services Tax Act, 2017 in connection with transport documentation.	No.
Penalty-2	Principle 1	Assistant Commissioner of State Tax, Ahmedabad	1,32,455/-	Demand Order under Section 73 of the Central Goods & Services Act, 2017 and Gujarat Goods & Services Act, 2017 on account of disallowance of Input Tax Credit.	Yes

Category	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty-3	Principle 1	Excise & Taxation Officer, Rohtak (Haryana)	4,15,186/-	Demand Order under Section 73 of the Central Goods & Services Act, 2017 and Haryana Goods & Services Act, 2017 on account of disallowance of Input Tax Credit.	No.
Penalty-4	Principle 1	Joint Commissioner, CGST & CX Kolkata North	3,67,955/-	Demand Order for FY 2018-19 under Section 73 of the Central Goods & Services Act, 2017 and West Bengal Goods & Services Act, 2017 on account of disallowance of Input Tax Credit.	Yes, the Company is in the process of filing an appeal.

**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.**

S. No.	Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
1	Penalty-2	Appeal filed with the Joint Commissioner, Ahmedabad, Gujarat

**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, Marico has an anti-corruption and anti-bribery policy. The underlying philosophy of this Policy is to conduct business in an ethical manner as well as to create a work environment that is conducive to members and associates alike, based on our values and beliefs. The Company discourages bribery and corruption in any form. The policy highlights our responsibilities to be compliant to the anti-corruption laws and to combat corruption risks. The policy document can be accessed at the following webpage - <https://sustainability.marico.com/uploads/1692554321888-anti-bribery-anti-corruption-policy-pdf.pdf>

**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:**

Category	FY 2023-24	FY 2022-23
Directors		
KMPs	Nil	Nil
Employees		
Workers		

**EI-6. Details of complaints with regards to conflict of interest:**

Stakeholder group from whom complaint is received	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

**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

**EI-8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:**

Particulars	FY 2023-24	FY 2022-23
Number of days of accounts payables	68	64

**EI-9. Open-ness of business. Provide details of concentration of purchases with trading houses, dealers, and related parties along with loans and advances & investments, with related parties, in the following format.**

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	16.9%	16.59%
	b. Number of trading houses where purchases are made from	130	124
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	33.5%	36.57%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	100%	100%
	b. Number of dealers / distributors to whom sales are made	1597	1643
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	27.05%	25.61%
Share of RPTs in Workers	a. Purchases (Purchases with related parties / Total Purchases)	0.14%	0.29%
	b. Sales (Sales to related parties / Total Sales)	1.57%	1.90%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	93.69%	0.00%
	d. Investments (Investments in related parties / Total Investments made)	64.04%	40.11%

**Leadership Indicators**

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

S. No.	Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	22	Quality Excellence, Packaging Sustainability, Occupational Health & Safety, Fire Safety, Emergency Preparedness and Response, Aerosol Cage Safety, Importance of PPE's Spillage Control, Electrical Safety	58%

**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.**

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

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

Code of Conduct: [https://marico.com/aboutus\\_coc\\_pdf/Marico-Code-of-Conduct.pdf](https://marico.com/aboutus_coc_pdf/Marico-Code-of-Conduct.pdf)

Policy on Related Party Transactions: [https://marico.com/investorspdf/Policy\\_on\\_Related\\_Party\\_Transactions.pdf](https://marico.com/investorspdf/Policy_on_Related_Party_Transactions.pdf)

**PRINCIPLE 2**

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

**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 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	71.2%	70%	1. Sustainable Product Innovation (By Design and Formulation) 2. Circularity in Packaging 3. Enhancing product benefits (nutrition and wellness)
Capex	11%	32%	1. Low carbon technology and equipment 2. Renewable energy infrastructure

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

Yes

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

45%

Note: This share encompasses the entire spectrum of Marico's value chain i.e. material procurement, third party manufacturing units, warehousing, and logistics partners.

**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.**

Marico primarily manufactures products in the food and cosmetics categories. These products are commonly used or consumed by our customers. We do not reclaim post-consumer products or packaging, but we do have established a procedure for recovering products from our supply chain that have expired, leaked, or suffered damage during transit. We ensure that products and their packaging materials are recycled or disposed of in an eco-friendly manner. Moreover, accounting for every kind of waste is ensured by our strong waste management system at our plants and in our value chain. We ensure that the waste management is carried out by approved vendors of CPCB/SPCB as per the prescribed process.

- (a). As previously indicated, the plastics and other packaging material are collected, recycled, or disposed of as per EPR guidelines as directed under Plastic Waste Management rules. Details of Marico's EPR related activities are provided in EI-4 of Principle 2 as well as in the Environment chapter (Pg no. 168) of Marico's FY24 Integrated Report.
- (b). Marico's products & packaging does not include E-waste and hazardous wastes. However, these wastes are generated in operations and are disposed through waste management agencies authorized by State/Central Pollution Control Board only.

**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 the entity, Marico, is registered as both Brand owner and Producer under the Plastic waste management rules. The waste collection plan submitted to Pollution Control Boards is in line with the Extended Producer Responsibility plan. Marico has completed the collection, recycling and safe disposal of 27,947 MT of post-consumer waste, including 23,861 MT of Cat 1 Rigid, 2131 MT of Cat 2 Flexibles and 1955 MT of Cat 3 Multi-layered packaging, during FY2023-24. Additionally, an external agency has verified the authenticity and credibility of disposal certificates provided by the waste management agencies, ensuring compliance with applicable standards.

**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?**

S. No.	NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
1	10402	Other vegetable oils (12 products)	70%	Cradle to grave	Yes	No
2	10616	Cereal breakfast foods (3 products)	6.70%	Cradle to grave	Yes	No
3	20236	Hair oils (20 products)	8.1%	Cradle to grave	Yes	No

Remarks: Numbers provided in above table includes studies carried out in FY 23 and FY24. Results are used for internal analysis and product development.

**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.**

The outcomes of the LCA were used to influence sustainable product innovation in new and existing product portfolios considering their current environmental and social footprints and potential for improvement in the near future.

**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).**

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
Recycled plastics (LDPE)	6.39% of LDPE (By volume)	2.7% of LDPE (By volume)
Recycled plastics (PET)	3.13% of PET (By volume)	3% of PET (By volume)

**PRINCIPLE 3**

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

**Essential Indicators**

**EI-1. a. Details of measures for the well-being of employees (Permanent Employees).**

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
	No (B)	% (B / A)	No (C)	% (C / A)	No (D)	% (D / A)	No (E)	% (E / A)	No (F)	% (F / A)	
<b>Permanent Employees</b>											
Male	1450	1450	100.0%	1450	100.00%	NA	NA	1450	100.00%	1450	100.00%
Female	322	322	100.00%	322	100.00%	322	100.00%	NA	NA	322	100.00%
<b>Total</b>	<b>1772</b>	<b>1772</b>	<b>100.00%</b>	<b>1772</b>	<b>100.00%</b>	<b>322</b>	<b>18.17%</b>	<b>1450</b>	<b>81.83%</b>	<b>1772</b>	<b>100.00%</b>
<b>Other than permanent Employees</b>											
Male	3	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Female	7	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
<b>Total</b>	<b>10</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>

**EI-1.b. Details of measures for the well-being of workers. (Permanent Workers).**

Category	Total (A)	% of Workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
	No (B)	% (B / A)	No (C)	% (C / A)	No (D)	% (D / A)	No (E)	% (E / A)	No (F)	% (F / A)	
<b>Permanent Workers</b>											
Male	62	62	100.00%	62	100.00%	NA	NA	62	100.00%	62	100.00%
Female						NA					
<b>Total</b>	<b>62</b>	<b>62</b>	<b>100.00%</b>	<b>62</b>	<b>100.00%</b>	<b>NA</b>	<b>NA</b>	<b>62</b>	<b>100.00%</b>	<b>62</b>	<b>100.00%</b>
<b>Other than permanent Workers</b>											
Male											
Female						NA					
<b>Total</b>											

**EI-1.c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:**

Particulars	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	0.15%	0.15%



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

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees.	No. of workers covered as a % of total workers.	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	4%	6%	Yes	4%	6%	Yes
Others – please specify			NA			

**EI-3. Accessibility of workplaces : Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

We have a focused approach on building an inclusive culture, therefore when it comes to the PwD Pillars, our primary delivery was to build and consolidate an enabling environment and work ecosystem for Persons with Disabilities. Specific support mechanisms, working arrangements or infrastructural requirements for persons with disabilities are tailored based on individual needs. The organization follows customized approach to ensure that each member is able to bring their authentic self to work and perform to the best of their ability. We also measure Inclusion Index and run an annual Inclusion Survey, with an objective to identify challenges, and work on immediate actioning with the leaders of the unit to resolve the issues.

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

We have an equal opportunity policy published on our website. The policy document can be accessed at the following weblink. <https://sustainability.marico.com/pdfs/Equal%20opportunity%20policy.pdf>

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%		
Female	100%	100%	NA	NA
Total	100%	100%		

Remarks: Facility is available to workers also. However, no parental leave availed by permanent workers in the last three years.

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

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes. Marico Code of Conduct provides detailed information on grievance reporting and redressal procedures. Code of conduct is applicable to all employees (Permanent and other than permanent employees) and permanent workers of the organization. Apart from Code of Conduct, manufacturing facilities have safety committee and safety council where grievances can be received and redressed by employees as well as contract labour working in that area.
Other than Permanent Workers	Yes.

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes. As mentioned above, Marico Code of Conduct details the grievance procedures applicable to all employees of Marico. We use multiple processes to capture feedback, suggestions and grievance, through regular Business HR connects, townhalls, open house, drop boxes, floor connects, skip level discussions etc. Periodic pulse surveys on engagement are conducted through an online platform called Glint to capture concerns related to engagement. A detailed analysis is done to arrive at actions to address these concerns either at a unit level or at an individual level. We have a central CoC committee and grievance redressal mechanism defined and communicated to all members which addresses cases regularly. We also have an internal database management system where cases / complaints are logged. These are reported, discussed and the investigation, report findings are shared with the COC committee.
Other than Permanent Employees	Yes

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

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union(B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union(D)	% (D / C)
Total Permanent Employees	1772	NA		1741	NA	NA
- Male	1450	NA	NA	1446	NA	NA
- Female	322	NA	NA	295	NA	NA
Total Permanent Workers	62	57	91.94%	65	60	92.31%
- Male	62	57	91.94%	65	60	92.31%
- Female	0	0	0	0	0	0.0%

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

Category	FY 2023-24					FY 2022-23				
	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>										
Male	1453	1450	99.79%	1450	99.79%	1448	1442	99.59%	1442	99.59%
Female	329	322	97.87%	322	97.87%	308	299	97.08%	299	97.08%
<b>Total</b>	<b>1782</b>	<b>1772</b>	<b>99.44%</b>	<b>1772</b>	<b>99.44%</b>	<b>1756</b>	<b>1741</b>	<b>99.15%</b>	<b>1741</b>	<b>99.15%</b>
<b>Workers</b>										
Male	62	62	100.00%	62	100.00%	65	65	100.00%	65	100.00%
Female	0	NA	0.0%	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>62</b>	<b>62</b>	<b>100%</b>	<b>62</b>	<b>100%</b>	<b>65</b>	<b>65</b>	<b>100%</b>	<b>65</b>	<b>100%</b>

**EI-9. Details of performance and career development reviews of employees and worker:**

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	1453	1367	94.08%	1448	1334	92.13%
Female	329	281	85.41%	308	264	85.71%
<b>Total</b>	<b>1782</b>	<b>1648</b>	<b>92.48%</b>	<b>1756</b>	<b>1598</b>	<b>91.00%</b>
<b>Workers</b>						
Male	62	NA	NA	65	NA	NA
Female	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>62</b>	<b>NA</b>	<b>NA</b>	<b>65</b>	<b>NA</b>	<b>NA</b>

**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?**

Yes. Occupational health and safety management system is deeply integrated in all the functions of Marico. There is a robust system in all the manufacturing sites, offices and other operational locations to monitor leading and lagging indicators of occupational health and safety. The digitalization of safety management system has helped all the stakeholders to complete their task in time. In addition, all manufacturing facilities owned by Marico are ISO 45001:2018 certified.

**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?**

Marico is committed to implement best industrial safety practices at all stages to identify work related hazards and assess risk on a routine and non-routine activity. For routine activities, the methodologies like Hazard Identification and Risk Assessment (HIRA), Job Safety Analysis, HAZOP (Hazard Operability), internal and external audits are effectively implemented. This has helped in reducing exposure of risk in various operational areas. For non-routine activities, most of the risks are being controlled through work permit system. However, there are guidelines and procedures defined for Project safety standards during infrastructural changes., A robust management of change (MOC) practice helps in evaluating risks involved in changes and take appropriate precautions while implementation.

**EI-10.c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)**

Yes. There are various channels (online and offline) through which workers can report the work-related hazards like reporting to supervisor, suggestion box or registering it in safety council. We, at Marico, encourages everyone to report unsafe acts and conditions. Moreover, individuals are being recognized and awarded on monthly basis for their contribution in improving health and safety in our initiative "Hall of Fame". All workers engaged in Marico facilities are being trained before they commence their jobs. Special emphasis is laid on training and it is ensured that no untrained workforce is carrying out the job, be it routine or non-routine.

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

Yes

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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers**	1.10	0.569*
Total recordable work-related injuries	Employees	0	0
	Workers	4	2
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

Remarks:  
\* The data related to FY 2023-24 has been updated in alignment with the prescribed format and definitions provided by SEBI for the reporting year.  
\*\* Workers LTIFR refers to contract labour working in our premises.

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

Marico has devised various policies & guidelines with the intent to make a safe and healthy workplace. Company has implemented best industrial safety practices through design as segregated man and material movements, dual emergency exits, project safety etc. All manufacturing facilities are equipped with occupational Health Centre and Ambulance. Moreover, we rigorously perform the work zone monitoring at all the plants to ensure safe and healthy workplace for all our employees. Marico promotes healthy wellbeing and ensures all our employees and workers undergo medical examination on annual basis. Safety committee meetings, regular internal and third-party audits, Risk Assessment procedures, In-depth incident investigations also helps in minimizing exposure to hazards in the workplace.

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

	FY 2023-24			FY 2022-23		
	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	2	0	-	3	0	-
Health & Safety	3	0	-	4	0	-

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

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

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

All incidents in Marico are being properly investigated and various assessments has led to an implementation of approximately 29 corrective actions covering the improvements in trainings, machine guarding and SOP's.

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

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

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

**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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	0	0	0	0
Workers	0	0	0	0

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

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

**LI-5. Details on assessment of value chain partners:**

Category	% of value chain partners (by value of business done with such partners) that were assessed		
	Value chain partners - Manufacturing	Value chain partners - Warehousing	Raw material and packaging material suppliers*
Health and safety practices	100%	100%	82%
Working Conditions	100%	100%	82%

\*Through responsible sourcing program

Remarks: Assessments are carried out under Responsible sourcing framework for material suppliers, converters and warehousing partners.

**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.**

As part of Marico's responsible sourcing program "Samyut", business associates in value chain (material suppliers, warehousing partners, converters etc.) undergo various assessments either by Marico team or by external agencies to assess labour conditions, safety, environment, and operations. In FY24, Marico organized such visits and external audits and helped associates to take correction actions. These actions include process and design improvements related to reducing operational hazards, electrical safety, emergency management and work-zone monitoring.

**PRINCIPLE 4**

**Businesses should respect the interests of and be responsive to all its stakeholders**

**Essential Indicators**

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

Taking into cognizance the expectations and concerns of all stakeholders enables Marico to remain transformative, innovative and purpose-led at the core in a dynamic industry scenario. Our aim is to safeguard our stakeholders' interests and futureproof the value delivered to each one of them, over short, medium, and long term. We believe that by prioritizing our stakeholders' needs, we will create symbiotic bonds built on trust, resilience, agility and responsible growth. Using our Sustainability 2.0 framework as a lever, we have identified our critical stakeholders and devised our engagement strategies with each of our critical stakeholder groups.

Marico's philosophy on stakeholder capitalism is pivoted on 4 principles:

- Principles of Governance: To embed accountability, trust, stewardship in decision-making
- Planet: To demonstrate environmental stewardship
- People: To foster dignity, equality, diversity, and social inclusion in our way of doing business
- Prosperity: To fulfil the interest and aspirations of our key stakeholders

The unique value propositions offered to each of the critical stakeholders are described below:

**1. CONSUMERS (Delight)**

Consumers are a key stakeholder of Marico, as the company is committed to bringing innovation to every aspect of its operations to meet consumer needs and

expectations. The company places great emphasis on offering uncompromising quality, trusted brands, and product innovations that differentiate itself across both core and aspirational market segments. Additionally, Marico ensures that its products are available at the right time and price, further demonstrating the importance placed on consumer satisfaction. Overall, these efforts highlight the crucial role that consumers play in the success of Marico as a company.

**2. SHAREHOLDERS (Deliver)**

Marico prioritizes consistent value creation for its shareholders. This is achieved by focusing on strengthening the Company's core segments and achieving growth in niche markets through innovation and an entrepreneurial approach. The Company's potential to create value for shareholders is reflected in its unwavering focus on maximizing volumes, market share gains, and cost optimization, even in the face of market slowdowns and macro headwinds that affect resource availability. Marico's wealth distribution philosophy aims at sharing its prosperity with its shareholders, through a formal earmarking/disbursement of profits to its shareholders. Towards this end, the Board has adopted a Dividend Distribution Policy ([https://marico.com/investorspdf/Dividend\\_Distribution\\_Policy.pdf](https://marico.com/investorspdf/Dividend_Distribution_Policy.pdf)) which details various parameters based on which the Board may recommend or declare Dividend, usage of retained earnings, etc. Marico's dedication to shareholder value creation highlights the crucial role that shareholders play in the Company's success, and the importance Marico places on delivering positive results for them.

**3. VALUE-CHAIN PARTNERS (Include)**

Value chain partners are a key stakeholder of Marico, as the company believes that their mutual and inclusive growth is critical to its overall purpose of creating shared value. Marico strives to achieve this by maintaining a balance that meets the needs of its

partners through continuous capacity enhancement drives, proactive engagement, and timely response strategies. The company recognizes that playing a significant role in the growth stories of its value chain partners is a crucial part of its mission to drive inclusive growth across its stakeholder ecosystem.

**4. EMPLOYEES (Empower)**

Marico places great emphasis on offering its employees a defined talent value proposition that challenges, enriches, and fulfils their aspirations as it identifies the crucial role that employees play in the company's operations and success. Marico strives to enable its human capital to maximize its true potential to make a difference by instilling values based on the principles of 'go beyond,' 'grow beyond,' and 'be the impact.' The company is committed to cultivating a culture of diversity, equality, and inclusion, which serves as the guiding principles for any initiative taken for its employees.

**5. COMMUNITIES (Nurture)**

Communities are a key stakeholder of Marico, as the company recognizes that they influence and inspire its existence. Marico strives to touch the lives of communities in every possible way to make a difference. The company is committed to safeguarding communities from socio-economic and health-related disruptions caused by the pandemic by maximizing its efforts to help them sustain and thrive in these changing times.

**6. GOVERNMENT & REGULATORS (Adhere)**

Marico recognizes that the government and regulators are key stakeholders, as they set and enforce compliance and regulatory mandates for its products and processes. As a responsible corporate citizen, Marico is committed to being a leading consumer goods company that meets and exceeds these mandates to ensure the safety and satisfaction of its customers.



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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
CONSUMERS	No	<ul style="list-style-type: none"> <li>One-on-one interaction</li> <li>Consumer satisfaction survey</li> <li>Call centre/ Consumer Cell to track insights and feedback</li> <li>Digital platforms, social media handles</li> </ul>	Continuous	<p><b>Material needs:</b></p> <ul style="list-style-type: none"> <li>Affordability, accessibility, quality, reliability, and safety</li> <li>Product innovation</li> <li>Enhancing health and nutritional quotient of products</li> <li>Minimisation of products' environmental footprint at each stage of the products' lifecycle</li> </ul> <p><b>Key engagement objectives:</b></p> <ul style="list-style-type: none"> <li>Develop relationships based on trust, loyalty, and social commitments.</li> <li>Understand the shift in preferences for innovation</li> <li>Create shared vision on environmental and social commitments</li> </ul>
SHARE-HOLDERS	No	<ul style="list-style-type: none"> <li>Marico's website and disclosure to stock exchanges</li> <li>Annual General Meeting</li> <li>Investor calls and services</li> <li>Press releases</li> <li>Published results</li> <li>Newspaper advertisements</li> </ul>	Quarterly, Half-yearly, annually, event-based	<p><b>Material needs:</b></p> <ul style="list-style-type: none"> <li>Business resilience and agility</li> <li>Safeguarding value: lives, assets, &amp; reputation</li> <li>Responsible growth and profitability</li> <li>Mainstreaming mitigation of ESG risks and maximising opportunities</li> </ul> <p><b>Key engagement objectives:</b></p> <ul style="list-style-type: none"> <li>Become a better investee company</li> <li>Create high shareholder value</li> <li>Communicate performance and future growth plans</li> <li>Understand concerns and expectations and redress grievances of shareholders in a timely manner</li> </ul>

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
VALUE-CHAIN PARTNERS	No	<ul style="list-style-type: none"> <li>Periodic interactions (physical, telephone, mailer)</li> <li>Annual meets/events</li> <li>Training workshops</li> </ul>	Continuous	<p><b>Material needs:</b></p> <ul style="list-style-type: none"> <li>Cost-benefit terms, payment modalities</li> <li>Quality expectations</li> <li>Supplier Code of Conduct</li> <li>Safety and operational risk management</li> <li>Harnessing the power of technology and data to provide traceability</li> <li>Commitments on responsible sourcing, circular economy, human rights, resource efficiency etc</li> </ul> <p><b>Key engagement objectives:</b></p> <ul style="list-style-type: none"> <li>- Sharing of mutual expectations and needs, especially regarding quality, cost and timely delivery</li> <li>- Capability building and growth plans</li> <li>- Sharing of best practices</li> </ul>
EMPLOYEES	No	<ul style="list-style-type: none"> <li>Personal development programme</li> <li>Learning and development</li> <li>Engagement survey</li> <li>Organisation communication</li> <li>Health and wellness drives</li> <li>Social inclusion based townhalls on themes like diversity, inclusion, human rights, sustainability, CSR, etc</li> </ul>	Continuous, Half-yearly, annually	<p><b>Material needs:</b></p> <ul style="list-style-type: none"> <li>Career growth opportunities, compensation packages</li> <li>Capacity enhancement and competence building</li> <li>Leadership and people management</li> <li>Occupational health, safety, and wellbeing</li> <li>Diversity, Equality, and Inclusion</li> <li>Tech-based support for improving quality of outputs</li> </ul> <p><b>Key engagement objectives:</b></p> <ul style="list-style-type: none"> <li>- Communicating organisational vision, purpose, ethos and integrity. Clear understanding provided on the role of each member to help achieve the purpose and goals of the organisation.</li> <li>- Technical and functional training</li> <li>- Support career growth plan</li> <li>- Workplace needs and expectations</li> <li>- One-to-one consultations and counselling on health, wellness, and other daily challenges</li> </ul>



Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
COMMUNITY	Few groups in community are identified and CSR programs are run for them	<ul style="list-style-type: none"> <li>One-on-one interactions</li> <li>Field visits and trainings</li> <li>Digital platforms</li> <li>CSR and sustainability initiatives</li> </ul>	Continuous	<p><b>Material needs:</b></p> <ul style="list-style-type: none"> <li>Health and Community welfare</li> <li>Enhancing socio-economic development and livelihood restoration</li> <li>Fostering social innovation that creates incremental value for communities</li> <li>Drive eco-conscious behaviour and lifestyles changes to improve sustainability footprint</li> </ul> <p><b>Key engagement objectives:</b></p> <ul style="list-style-type: none"> <li>Maintain cordial relationship</li> <li>Improve livelihood and create positive impact</li> <li>Shared eco-system</li> </ul>
GOVERNMENT & REGULATORS	No	<ul style="list-style-type: none"> <li>Engagement in industry forums, trade associations, interest groups, sectoral associations, and scientific/R&amp;D based thought leadership initiatives.</li> <li>Stakeholder consultations</li> </ul>	On need basis	<ul style="list-style-type: none"> <li>Compliance, governance, and risk mitigation</li> <li>Product safety assurance</li> <li>Propelling social leadership and empowerment</li> <li>Safeguarding natural assets</li> <li>Adhering to all labour laws and ensuring implementation of human rights, safe and secure workplace and 100% adherence to ethical standards of work</li> </ul> <p><b>Key engagement objectives:</b></p> <ul style="list-style-type: none"> <li>Understand compliance and applicable regulations</li> <li>Collaborations on national agendas</li> </ul>

**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.**

Marico has a robust system in place for consultation between stakeholders and the Board on economic, environmental, and social topics. The Board at Marico, through

Stakeholders' Relationship Committee and CSR committee, is actively involved in addressing stakeholders' queries in their annual general meetings and aligning its stakeholders' interests with the Company's CSR and sustainability initiatives/ practices. The scope of existing and new social value creation initiatives is worked out every year upon consultation with community representatives, and CSR committee. In addition to this, the Sustainability Committee at Marico steers the sustainability initiatives of the Company and reviews the business responsibility and sustainability

performance of the Company on an annual basis. Further, the consultation with the Board on key stakeholders is driven through different functions within Marico which are responsible for the respective stakeholders. The Board also engages with the management on long-term strategic issues such as growth strategies, innovation, sustainability initiatives & ESG, succession planning & human capital management, culture, go-to-market strategies, technology, etc. These insightful sessions allow the Board members to gain a better understanding of the business of the Company, and the senior management can solicit different perspectives from the Board.

**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.**

Yes.

Stakeholder consultation has been used by Marico to support the identification and management of environmental and social topics. Marico has developed an ESG 2.0 framework, which includes a set of material issues developed with the intent of establishing a constantly evolving and monitoring strategy to strengthen the business's core purpose of making a difference to the planet and people who matter. The ESG 2.0 Materiality Model has been developed in consultation with stakeholders and encompasses more

than 50 key performance issues that will be tracked and annually reported in Marico up to 2030. The input received from stakeholders on these topics was incorporated into policies and activities of the entity. Marico has outlined an extensive 8-point commitment to effect change around key focus areas such as Climate change, Water Stewardship, Responsible Sourcing (Samyut), Sustainable agriculture and boosting farmers' livelihoods, Inclusion and Diversity, and corporate governance. The Company is also committed to leveraging this framework to capacitate its value chain partners in building resilient and sustainable business enterprises. Additionally, Marico will integrate people and planet-positive goals within its overall talent attraction, retention, and engagement strategies to foster the culture of an ESG-first enterprise within its business ecosystem. For more details on the material needs and engagement objectives identified for each stakeholder along with the frequency and mode of stakeholder engagement, kindly refer to Principle 4 : Q2 under essential indicators

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

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

**PRINCIPLE 5**

**Businesses should respect and promote human rights**

**Essential Indicators**

**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 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	1772	1772	100.00%	1741	1741	100.00%
Other than permanent	10	10	100.00%	15	15	100.00%
<b>Total Employees</b>	<b>1782</b>	<b>1782</b>	<b>100.00%</b>	<b>1756</b>	<b>1756</b>	<b>100.00%</b>
<b>Workers</b>						
Permanent	62	62	100.00%	65	65	100.00%
Other than permanent	NA	NA	NA	NA	NA	NA
<b>Total Workers</b>	<b>62</b>	<b>62</b>	<b>100%</b>	<b>65</b>	<b>65</b>	<b>100%</b>

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

Category	FY 2023-24					FY 2022-23				
	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>	1772	0	0.00%	1772	100.00%	1741	0	0.00%	1741	100.00%
Male	1450	0	0.00%	1450	100.00%	1446	0	0.00%	1446	100.00%
Female	322	0	0.00%	322	100.00%	295	0	0.00%	295	100.00%
<b>Other than Permanent</b>	10	0	0.00%	10	100.00%	15	0	0.00%	15	100.00%
Male	3	0	0.00%	3	100.00%	6	0	0.00%	6	100.00%
Female	7	0	0.00%	7	100.00%	9	0	0.00%	9	100.00%
<b>Workers</b>										
<b>Permanent</b>	62	0	0%	62	100%	65	0	0%	65	100%
Male	62	0	0.00%	62	100.00%	65	0	0.00%	65	100.00%
Female										
<b>Other than Permanent</b>	NA									
Male										
Female										

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

Gender	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	09	49,00,000	03	51,00,000
Key Managerial Personnel	03	7,96,91,496	0	NA
Employees other than BoD and KMP	1125	13,09,548	233	15,32,305
Workers	65	5,32,787	NA	NA

**EI-3. b. Gross wages paid to females as % of total wages paid by the entity, in the following format:**

Particulars	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	20.86%	20.25%

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

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

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

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

	FY 2023-24			FY 2022-23		
	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	4	0	-	0	0	-
Discrimination at workplace				0	0	
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	0	0		0	0	
Other human rights related issues	0	0	-	0	0	-

**EI-7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

Particulars	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2*	0
Complaints on POSH as a % of female employees / workers	0.61%	0%
Complaints on POSH upheld	2	0

\*Total complaints filed are 4 of which 2 were filed by Marico permanent employees and 2 were filed by trainees.

**EI-8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.**

We have a well-defined grievance redressal mechanism to address Code of Conduct violations, Human Rights, discrimination, harassment, and POSH-related complaints. Clear procedures, regular training and comprehensive grievance reporting systems have been established to ensure prompt reporting of incidents. All cases are handled discreetly by designated committee members who have been appointed and trained to manage complaints in accordance with Marico's policies and grievance redressal mechanism. We also ensure that investigations into complaints are conducted promptly, impartially, and with sensitivity, and employees involved are protected against any form of retaliation.

for all critical suppliers and business partners to educate and align them on Marico's principles and commitments towards human rights.

**EI-10. Assessments for the year:**

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	NA

**EI-9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes. Human rights requirements are included in our business agreement and contracts with all our vendors, supplies, contractors and business partners. MCOBE (Marico Code of Business Ethics) which is newly termed as Marico's Supplier Code of Conduct is an integral part of our Code of Conduct and is signed by our service providers. Additionally, a certification-based online training is conducted annually

**EI-11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.**

Not applicable as no significant risks were identified in FY24.

**Leadership Indicators**

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

At Marico, we address human rights-related grievances and complaints within the business by modifying or introducing processes to prioritize respect for human rights throughout the organization. This includes integrating human rights considerations into decision-making processes, supply chain management, and product development. For instance, we conduct human rights impact assessments to identify and mitigate potential risks across operations and supply chains. Additionally, we continuously strengthen transparent grievance mechanisms that allow stakeholders to report human rights concerns and ensure prompt investigation and remediation of complaints. Moreover, ongoing training and awareness programs are regularly conducted for employees on human rights principles and responsibilities that can help embed a culture of respect and accountability within the organization.

**LI-2. Details of the scope and coverage of any Human rights due diligence conducted.**

All facilities of Marico are assessed with ISO 45001 and OSHA 18001 which covers key requirements related to labour, working conditions, and human rights. Apart from that, Marico has initiated internal audits on principles of SA8000 and a detailed assessment is done in 3 facilities (Jalgaon, Sanand and PDRI). All observations are closed. Marico has also developed a robust ESG due diligence framework for all financial transactions and acquisitions. This framework is pivoted on the principles of ethical accountability (including maximum coverage of human rights related material issues), environmental stewardship and social responsibility. This framework is used during the screening process of potential acquisitions.

**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?**

Yes. Marico's offices are accessible to differently-abled visitors as per the requirements of the Rights of Persons with Disabilities Act, 2016. The company has done relevant

improvements in infrastructure to improve accessibility for all stakeholders.

**LI-4. Details on assessment of value chain partners:**

Category	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	45% of total value chain (across categories) have completed L1 of Marico's Responsible Sourcing Framework which comprises of Ethical Responsibility, Environmental Sustainability and Workplace Health & Safety related parameters. All human rights related parameters are covered within the gamut of the Ethical Responsibility pillar of this framework.
Discrimination at workplace	
Child Labour	
Forced Labour/ Involuntary Labour	
Wages	
Others – please specify	

Remarks: Human rights related parameters are covered in Marico's Supplier Code of Conduct and hence form a part of the vendor screening process every year. Additionally, Marico's Responsible Sourcing program, Samyut, encompasses a comprehensive set of criteria on ethical responsibility, environmental stewardship and social accountability. Using a three-pronged maturity-based approach, the critical partners are educated and encouraged to provide voluntary commitments on all three types of criteria in Level 1. In Level 2, third-party audits and assessments are conducted to validate the commitments made by partners as well as assess the environmental, social, and ethical risks that may exist across the relevant partners' business ecosystems.

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

No significant risks have been identified till date.

**PRINCIPLE 6**

**Businesses should respect and make efforts to protect and restore the environment**

**Essential Indicators**

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

Parameter	FY 2023-24	FY 2022-23
<b>From renewable sources</b>		
Total electricity consumption (A)	34666.3	24727.0
Total fuel consumption (B)	84074.9	90657.5
Energy consumption through other sources (C)	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>118741.2</b>	<b>115384</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	48833.3	52042.6
Total fuel consumption (E)	8587.7	6942.2
Energy consumption through other sources (F)	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>57421.0</b>	<b>58,984.8</b>
<b>Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)</b>	25.16	23.32*
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)	557.72	526.35
Energy intensity in terms of physical output	0.67	0.69
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

\*Intensity methodology is aligned with new BRSR definitions

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

Yes. Independent assessment of data is carried out by an external agency "BDO India 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? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

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

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

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	809.5	5041
(ii) Groundwater	14373.8	16336.6
(iii) Third party water	115249.7	107453.6
(iv) Seawater / desalinated water	0.0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>130433.0</b>	<b>128831.2</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>130433.0</b>	<b>128831.2</b>

Parameter	FY 2023-24	FY 2022-23
Water intensity per rupee of turnover (Water consumed / turnover)	18.63	17.23*
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)	412.9443	388.8883
Water intensity in terms of physical output	0.4977	0.5078
Water intensity (optional) – the relevant metric may be selected by the entity. KL / Rs. Cr of Turnover	NA	NA

\*Intensity methodology is aligned with new BRSR definitions

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

Yes. Independent assessment of data is carried out by an external agency “BDO India LLP”.

**EI-4. Provide the following details related to water discharged: Water discharge by destination and level of treatment (in kilolitres)**

Parameter	FY 2023-24	FY 2022-23
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
- No treatment	0	0
With treatment – please specify level of treatment CY:0 PY:0	0	0
(ii) To Groundwater		
- No treatment	0	0
With treatment – please specify level of treatment CY:0 PY:0	0	0
(iii) To Seawater		
- No treatment	0	0
With treatment – please specify level of treatment CY:0 PY:0	0	0
(iv) Sent to third parties		
- No treatment	0	0
With treatment – please specify level of treatment CY:0 PY:0	0	0
(v) Others		
- No treatment	0	0
With treatment – please specify level of treatment CY:0 PY:0	0	0
<b>Total water discharged (in kilolitres)</b>	<b>0</b>	<b>0</b>

Remarks: No water is discharged from any of Marico’s manufacturing units.

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

Yes. Independent assessment of data is carried out by an external agency “BDO India LLP”.

**EI-5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

All manufacturing sites are operated on principle of zero liquid discharge. Entire quantity of industrial effluent and sewage is processed in effluent/ sewage treatment plants. Treated water is used for gardening and other domestic purposes.

**EI- 6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	Kg/Year	2641.8	1823.3
SOx	Kg/Year	173.2	119.4
Particulate matter (PM)	Kg/Year	1505.9	1569
Persistent organic pollutants (POP)	-	Not applicable	Not applicable
Volatile organic compounds (VOC)	-	Not applicable	Not applicable
Hazardous air pollutants (HAP)	-	Not applicable	Not applicable
Others – please specify	-	Nil	Nil

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

Yes. Independent assessment of data is carried out by an external agency “BDO India LLP”.

**EI-7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) in MTCO2E & its intensity, in the following format:**

Parameter	Unit	FY 2023-24	FY 2022-23
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)		1052.6	779.9
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)		9712.4	11775.8
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b>	/ rupee of turnover	1.54	1.68*
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b>	/ rupee of turnover	34.0824	37.9005
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	/ rupee of turnover	0.0411	0.0495
<b>Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity</b>	/ Rs. Cr of Turnover	NA	NA

\*Intensity methodology is aligned with new BRSR definitions

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

Yes. Independent assessment of data is carried out by an external agency “BDO India LLP”.

**EI-8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.**

Through various new initiatives in manufacturing units and optimization of current processes, Marico has avoided 619 tCO<sub>2</sub>e in FY2023-24. Below are the few key initiatives include installation of energy efficient induction motors, run time optimization, variable speed drive for air compressors and process flow optimization.



El-9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2023-24	FY 2022-23
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	595.349	568.4
E-waste(B)	2.378	3.09
Bio-medical waste (C)	0.001	0
Construction and demolition waste (D)	0	0
Battery waste (E)	5.309	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	96.685	75.95
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	2713.840	3615.07
<b>Total (A + B + C + D + E + F + G + H)</b>	<b>3413.562</b>	<b>4262.51</b>
<b>Waste intensity per rupee of turnover</b>	0.49	0.57*
(Total Waste Generated / Revenue from operations)		
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Waste Generated / Revenue from operations adjusted for PPP)</b>	10.8072	12.8668
Waste intensity in terms of physical output	0.0130	0.0168
Waste intensity (optional) the relevant metric may be selected by the entity	NA	NA
*Intensity methodology is aligned with new BRSR definitions		
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste - Plastic</b>		
(i) Recycled	595.349	568.369
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>595.349</b>	<b>568.369</b>
<b>Category of waste - E-Waste</b>		
(i) Recycled	2.378	3.090
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>2.378</b>	<b>3.09</b>
<b>Category of waste - Bio-medical waste</b>		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>
<b>Category of waste - Construction and demolition waste</b>		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>
<b>Category of waste - Battery waste</b>		
(i) Recycled	0	0
(ii) Re-used	5.309	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>5.309</b>	<b>0</b>

Parameter	FY 2023-24	FY 2022-23
<b>Category of waste - Radioactive waste</b>		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>
<b>Category of waste - Other Hazardous waste</b>		
(i) Recycled	5.118	12.288
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>5.118</b>	<b>12.288</b>
<b>Category of waste - Other Non-Hazardous waste</b>		
(i) Recycled	1707.829	3247.433
(ii) Re-used	177.870	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>1885.699</b>	<b>3247.433</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste - Plastic</b>		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>
<b>Category of waste - E-Waste</b>		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>
<b>Category of waste - Bio-medical Waste</b>		
(i) Incineration	0.001	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
<b>Total</b>	<b>0.001</b>	<b>0</b>
<b>Category of waste - Construction and demolition waste</b>		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>
<b>Category of waste - Battery</b>		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>
<b>Category of waste - Radioactive</b>		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

Parameter	FY 2023-24	FY 2022-23
<b>Category of waste - Other Hazardous waste. Please specify, if any</b>		
(i) Incineration	0.690	4.533
(ii) Landfilling	90.877	59.125
(iii) Other disposal operations	0	0
<b>Total</b>	<b>91.567</b>	<b>63.658</b>
<b>Category of waste - Other Non-hazardous waste generated</b>		
(i) Incineration	0	0
(ii) Landfilling	603.110	367.691
(iii) Other disposal operations	225.032	0
<b>Total</b>	<b>828.142</b>	<b>367.691</b>

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

Yes. Independent assessment of data is carried out by an external agency "BDO India LLP".

**El-10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

Marico has developed a product stewardship policy in FY23 which focuses on improving product safety in terms of chemical hazardous. Waste segregation is carried out at the source, among several sub-categories of hazardous and non-hazardous waste. The log of stored waste is maintained on a daily basis. Upon thorough verification of the documents of authorization, the vendor is selected for the sale or dispatch of waste. In order to reduce hazardous waste generation, the company introduced synthetic lubricant oil last year. Synthetic oils have excellent chemical and thermal stability, which will reduce the frequency of oil changes.

**El-11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	0	0	0

Remarks: The production facilities of Marico are situated in industrial parks or other approved regions. None of the Marico offices or plants are located near any sensitive or environmentally protected areas. Hence, Marico's offices and manufacturing facilities do not require the related environmental approvals.

**El-12. 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	0	0	0	0	0	0

Remarks: As stated in question El-11, Marico's all facilities are located in industrial areas hence detailed environmental impact assessment is not required.

**El-13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**

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	0	0	0	0

Remarks: Marico complies with all applicable environmental regulations

### Leadership Indicators

**LI-1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):**

(i) Name of the area 5 manufacturing sites are located in high and extremely high-water risk areas. Below are the locations of this sites 1. Puducherry, India 2. Perundurai, Tamil Nadu, India 3. Sanand, Gujarat, India 4. Jalgaon, Maharashtra, India 5. Baddi, Himachal Pradesh, India

(ii) **Nature of operations**

- Puducherry, India- Manufacturing of coconut oils
- Perundurai, Tamil Nadu, India- Manufacturing of coconut oils
- Sanand, Gujarat, India- manufacturing of hair oils, cream, gel, serum, shampoo & masala oats
- Jalgaon, Maharashtra, India- Manufacturing of edible oils & instant noodles
- Baddi, Himachal Pradesh, India- Manufacturing of edible oils

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

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	809.5	5041
(ii) Groundwater	0	0
(iii) Third party water	115249.7	22699.5
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>116059.2</b>	<b>27740.5</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>116059.2</b>	<b>27740.5</b>
Water intensity per rupee of turnover (Water consumed / turnover)	16.58	3.71*
Water intensity (optional) – the relevant metric may be selected by the entity. KL / Rs. Cr of Turnover	NA	NA

\*Intensity methodology is aligned with new BRSR definitions

<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
- No treatment	0	0
With treatment – please specify level of treatment	CY:0 PY:0	0 0
(ii) To Groundwater		
- No treatment	0	0
With treatment – please specify level of treatment	CY:0 PY:0	0 0
(iii) To Seawater		

Parameter		FY 2023-24	FY 2022-23
- No treatment		0	0
With treatment – please specify level of treatment	CY:0 PY:0	0	0
(iv) Sent to third-parties			
- No treatment		0	0
With treatment – please specify level of treatment	CY:0 PY:0	0	0
(v) Others			
- No treatment		0	0
With treatment – please specify level of treatment	CY:0 PY:0	0	0
<b>Total water discharged (in kilolitres)</b>		<b>0</b>	<b>0</b>

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

Yes. Independent assessment of data is carried out by an external agency "BDO India LLP".

**LI-2. Please provide details of total Scope 3 emissions (MTCO2E) & its intensity, in the following format:**

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 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)	MTCO2E	560753.4	547126
Total Scope 3 emissions per rupee of turnover	MTCO2E/ Rs. CR INR	80.08	73.16*
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	MTCO2E / Rs. Cr of Turnover	NA	NA

\*Intensity methodology is aligned with new BRSR definitions

**LI-2. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

Yes. Independent assessment of data is carried out by an external agency "BDO India LLP".

**LI-3. With respect to the ecologically sensitive areas reported at Question 11 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.**

As stated in response at Question 11 of Essential indicators, all our manufacturing facilities are located in industrial parks and hence environmental impact assessment is not required.

**LI-4. 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	Reduction of packaging material in packaging	Through various initiatives and research advancement we could reduce packaging material consumption in different SKUs	Reduction in post-consumer waste generation
2	Use of Synthetic lubricant oil for gearboxes	Synthetic oil is used for lubrication of gearboxes. the company introduced synthetic lubricant oil last year. Synthetic oils have excellent chemical and thermal stability, which will reduce the frequency of oil changes.	Reduction in hazardous waste generation

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
3	Effluent reduction by use of multiple effect evaporator	By operating in a vacuum, the Multiple effect evaporator lowers the liquid's boiling point and hence lowers the amount of energy needed. Nearly 95% of the water in the wastewater is recovered by MEE's design, with the remaining 5% being turned into solid waste.	Fresh water consumption is reduced & reduction in waste generation

**LI-5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

Marico has embraced an integrated risk management approach aimed at identifying, evaluating, and mitigating all significant risks to ensure the organization's long-term sustainability. Moreover, the strategies to mitigate key risks are harmonized with the company's strategic business plans, subject to periodic review by senior leadership. The company maintains well-defined policies, standard operating procedures, and controls to minimize identified risks. As a result of its Risk Management Policy, Marico has adopted Business Continuity Plan (BCP) and Crisis Management Plan (CMP) to address potential risks effectively. BCP is tailored to address risks of high impact and velocity, enabling swift responses to mitigate their consequences upon materialization. Business Continuity Planning is seamlessly integrated into internal controls and the Crisis Management framework, spanning critical areas like manufacturing units, sales offices, and IT functions. The internal crisis management committee is tasked with formulating crisis response mechanisms, communication protocols, and providing periodic training and skill development in crisis management. Additionally, the Crisis Management Committee conducts regular disaster recovery mock drills to ensure the organization's readiness to promptly manage any crisis event for uninterrupted business continuity.

**LI-6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.**

The value chain showed no significant adverse effects to the environment.

**LI-7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

Marico has implemented the "SAMYUT" responsible sourcing initiative, which integrates labour practices, ethics, health and environmental concerns, and safety across the value chain. Three stages of maturity are included into the program: Level 1 involves self-evaluation of Marico's guidelines, while Level 2 involves thorough evaluation by third party. In FY24, critical value chain partners with a business share of more than 82% are assessed for Level 1, while a business share of more than 26% are assessed for Level 2 criteria. This includes raw material and packaging material suppliers as well as dedicated third party manufacturers.

**PRINCIPLE 7**

**Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

**Essential Indicators**

**EI-1. a. Number of affiliations with trade and industry chambers/ associations.**

We are affiliated with 20 trade and industry chambers / associations.

**EI-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	FICCI (Federation of Indian Chambers of Commerce and Industry)	National
2	CII (Confederation of Indian Industry)	National
3	IBHA (Indian Beauty & Hygiene Association)	National

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
4	ASSOCHAM (Associated Chambers of Commerce and Industry of India)	National
5	SEA (The Solvent Extractors' Association of India)	National
6	Retailers Association of India (RAI)	National
7	AFSTI Mysore & Mumbai (Association of Food Scientists and Technologists, India)	National
8	India plastic pact (IPP)	National
9	PFNDAI – Protein Foods & Nutrition Development Association of India	National
10	AIFPA – All India Food Processors Association	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.

S. No.	Name of authority	Brief of the case	Corrective action taken
1	0	0	0

Remarks: No issues related to anti-competitive conduct were reported and no adverse orders from regulatory authorities were received in FY 23-24.

### Leadership Indicators

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

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

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

### PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

#### 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.

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	Water Stewardship (Jalashay)	NA	NA	Yes	Yes	The CSR impact assessment outcomes are published in the 'Communities' chapter of the FY23-24 Integrated Report.
2	Sustainable Agriculture (Parachute Kalpavriksha Foundation)	-	-	Yes	Yes	NA
3	Education (Nihar Shanti Pathshaala Funwala)	-	-	Yes	Yes	NA
4	Social Innovation (Marico Innovation Foundation)	-	-	Yes	Yes	NA

Remarks: SIA is not applicable for Marico however all CSR programs with spends over and above 1 Crore undergo external CSR impact assessments. The results are included in the Annual Disclosure from the reporting year.

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:

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 INR)
1	NA	NA	NA	NA	NA	NA

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

Marico's manufacturing plants in India are located in designated industrial parks/area/centre (Brahmaputra Industrial Park, MIDC Jalgaon, Industrial Area in Nalagarh-Solan, SIPCOT Industrial growth Centre in Perundurai-Tamilnadu, and PIPDIC Electronic Park in Puducherry). However, representatives from the manufacturing facilities along with CSR team members regularly visit the villages that are in proximity to the industrial parks/areas to understand the community's requirements as well as grievances. The CSR team has also conducted community need assessment to understand education, health, infrastructure related requirements. Based on these inputs, CSR programs are designed and executed every year to enhance the social value creation efforts across our manufacturing ecosystem

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

Category	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	32.4%	33%
Sourced directly from within India	93.8%	94%



**EI-5. Job creation in smaller towns-** Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as % of total wage cost. (Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

Category	FY 2023-24	FY 2022-23
Rural	0%	0%
Semi-urban	6.27%	6.56%
Urban	6.16%	5.69%
Metropolitan	87.57%	87.75%

### 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):**

S. No.	Details of negative social impact identified	Corrective action taken
1	NA	NA

**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	Bihar (8)	Chhatarpur, Damoh, Barwani, Rajgarh, Vidisha, Guna, Singrauli, and Khandwa	2,39,881
2	Chhattisgarh (19)	Garhwa, Chatra, Giridih, Godda, Sahibganj, Pakur, Bokaro, Lohardaga, Purbi Singhbhum, Palamu, Latehar, Hazaribagh, Ramgarh, Ranchi, Kunti, Gumla, Simdega, Pashchimi	48,30,921
3	Jharkhand (10)	Korba, Rajnandgaon, Mahasamund, Kanker, Narayanpur, Dantewada, Bijapur, Bastar, Kondagaon, Sukma	1,04,84,306
4	Madhya Pradesh (14)	Sitamarhi, Araria, Purnia, Katihar, Muzaffarpur, Begusarai, Khagaria, Banka, Sheikhpura, Aurangabad, Gaya, Nawada, Jamui	21,33,237
5	Gujarat (1)	Dahod	1,07,00,000

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

No

**LI-3. b. From which marginalized /vulnerable groups do you procure?**

NA

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

NA

**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:**

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefit shared (Yes / No)	Basis of calculating benefit share
1.	NA	NA	NA	NA

**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**

S. No.	Name of authority	Brief of the Case	Corrective action taken
1	NA	NA	NA

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

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Parachute Kalpvriksha (Sustainable agriculture)	1.01 Lakh Farmers (cumulative) 20,120 of Farmers enrolled against the target of 16,000 in FY24	NA
2	Nihar shanti Pathshala Funwala	15.16 Lakh students have undergone the programme and 1.75 Lakhs teacher training done in FY24	NA
3	Community sustenance	23,822 beneficiaries impacted in FY24; 3.68 Lakh beneficiary (cumulative) impacted till date	NA
4	Jalashay	3,027 beneficiaries impacted in FY24	NA

### PRINCIPLE 9

**Businesses should engage with and provide value to their consumers in a responsible manner**

#### Essential Indicators

**EI-1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback**

Marico has created multiple channels for consumers to reach out and share feedback. The Consumer Services Cell is ISO 10002 certified since the last 10 years. With a customer-first approach, experienced customer service personnel respond with structured and documented methods. It consists of product-wise FAQs and protocols for the systematic resolution of all consumer feedback. Consumer complaints/feedback database is organized through an online portal "DARPAN" which helps in tracking the entire information flow. We connect with consumers through multiple touch points like product labelling, Consumer Services Cell, Marico website and brand web pages. Consumers can connect to Marico via a Toll-Free Number/ Email ID/ P.O. Box number and through brand social media channels like Facebook, Twitter etc. There is a dedicated Online Reputation Monitoring desk to handle the online responses in real-time. Marico connects to specifically identified consumers for insights on new product initiatives namely "Dawn to Dusk" and "Bond". Understanding and responding to our consumers' needs, concerns, and interests are of utmost importance to Marico. For this, the team conducts customer satisfaction surveys every year. For FY24, the satisfaction index is at 97%. We have launched a mobile App based platform QINTEL to capture product use experience from internal stakeholders about Marico's and competition products.

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

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

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

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	Nil	0	0	Nil
Advertising	0	0	Nil	0	0	Nil
Cyber-security	0	0	Nil	0	0	Nil
Delivery of essential services	0	0	Nil	0	0	Nil
Restrictive Trade Practices	0	0	Nil	0	0	Nil
Unfair Trade Practices	0	0	Nil	0	0	Nil
Other	148	0	This is related to product functionality	66	0	This is related to product functionality

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

Category	Number	Reasons for recall
Voluntary recalls	0	Not Applicable
Forced recalls	0	Not Applicable

**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 an organization-wide Information Security Management System (ISMS) policy that includes controls for data privacy to be followed across Marico's operations. This policy is designed as per the guidelines of ISO27001:2022 & ISO 27701:2019 standards. Further, from a governance perspective, cyber risks are monitored and mitigated through the Risk Management framework implemented under Marico's Risk Management Policy (<https://sustainability.marico.com/uploads/1710754824789-marico-isms-pims-11-information-security-privacy-information-system-policy-pdf.pdf>).

the information, and access to the information. We have appointed a Data Grievance officer for Marico and have published the contact details of the officer on our website, to help customers reach designated officials and register complaints related to data privacy. The Marico privacy policy document can be accessed at the following weblink: <https://marico.com/other/privacy-policy>

**EI-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.**

For cyber security and data privacy from customers' perspective, our Privacy Policy is published on our website. The policy addresses various aspects like information collected by the customers, information usage, security of

**Leadership Indicators**

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

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

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

It is our ongoing endeavour at Marico to educate consumers on healthy lifestyles and nutritional intake. Marico works with government agencies like FSSAI and other industry bodies like CII, FICCI etc. to create awareness about hygiene, nutrition, food safety, and product regulations. We believe that consumer opinions, preferences, concerns, and inquiries are important sources of information for stimulating innovation and upgrading product portfolios. The Corporate Quality team consciously makes efforts to cater to all consumer concerns. Marico has introduced Augmented Reality (AR) technology for Saffola Honey Active, Gold, a platform for Interactive Digital Consumer Experience. A first-of-its-kind integration to a Marico Brand with benefits like digital engagement, education/sensitization for our consumers, and the creation of a delightful consumer experience. Every consumer pack in all product categories contains consumer-relevant information enabling them to make meaningful choices i.e., in Foods "Appropriate Portion Guidance" based on serve size and "Recommended Daily Amount (RDAs)" is available along with ingredients, nutritional attributes, benefit/functional claims of the product. Similarly, in the personal care category, key product attributes, usage methods, functional

benefits of ingredients along with safety and efficacy claims are provided for consumer awareness.

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

Marico has created multiple touchpoints for consumer connect. In case of disruption or adverse scenarios, we regularly reach out to consumers through channels like social media, TV, Print, e-commerce platforms, and dedicated Brand Websites. Emailers or messages can be sent out to consumers who are connected to Marico's engagement databases. In addition, the consumer cell team communicates directly with the consumers if felt necessary.

**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)**

Yes. Marico adheres to all the applicable regulations regarding product labelling and displays relevant information on it. Transcending beyond compliance boundaries, we also try to display critical product information on the product packaging as well as relevant marketing channels. This information is generally related to the benefits of product usage. Yes. Marico Quality Team leverages the consumer database and connects to sample consumers for insights on key products, and packaging quality through the initiative "Bond" in the form of surveys, personalized calls and visits.

**EI-7. Provide the following information relating to data breaches.**

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

Marico Limited does not have any instance of data breach reported in FY24.

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

Marico does not have any instance of data breach reported in FY24.

**c. Impact, if any, of the data breaches**

Not applicable as Marico Limited does not have any instance of data breach reported in FY24.

