

Business Responsibility and Sustainability Report ANNEXURE 6

INTRODUCTION

Our purpose to ‘Reimage a healthier future for all its people and the planet’ has kept us going strong on not just delivering the best in class oral and hygiene care products but also working towards contributing back to our environment, people and the planet.

And for decades, it has been our long-standing mission to grow responsibly, to transition to a sustainable tomorrow. In this endeavor, since our inception we have actioned many initiatives such as Bright Smiles Bright Futures, Keep India Smiling Scholarship programs, Oral Health Months, Water Conservation, Women Empowerment and Mission Smile that drive social impact, help millions of homes, and preserve our environment.

Abiding in advance to the regulatory ask on disclosures mandated from 2023, Colgate-Palmolive India Limited, has volunteered this year onwards to provide the Business Responsibility and Sustainability Report (BRSR) to ensure our stakeholders have access to relevant non-financial and comparable information, that will enable one to identify and assess sustainability-related risks and opportunities.

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

Corporate Identity Number (CIN)	L24200MH1937PLC002700
Name of the Listed Entity	Colgate-Palmolive (India) Limited
Year of incorporation	1937
Registered office address	Colgate Research Centre, Main Street, Hiranandani Gardens, Powai, Mumbai – 400 076, Maharashtra, India
Corporate address	Colgate Research Centre, Main Street, Hiranandani Gardens, Powai, Mumbai – 400 076, Maharashtra, India
E-mail	investors_grievance@colpal.com
Telephone	022 6709 5050
Website	www.colgatepalmolive.co.in
Financial year for Reporting	April 1, 2021 - March 31, 2022
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. M. S. Jacob Telephone: 022 67095050 Email address: investors_grievance@colpal.com
Reporting boundary	Disclosures made in this report are on a standalone basis and pertain only to Colgate-Palmolive (India) Limited

Financial Details

Name of the Stock Exchange(s) where shares are listed	1. BSE Limited (BSE) 2. National Stock Exchange of India Limited (NSE)
Paid-up Capital	₹ 2,719.86 lakhs

II. Products/services

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

Sr. no.	Description of the main activity	Description of business activity	% of turnover of the entity
1.	Manufacturing	Personal Care (including Oral Care)	98.03%

Products/Services sold by the entity (accounting for 90% of the entity’s Turnover):

Sr. no.	Product/Service	NIC Code	% of total Turnover contributed
1.	Toothpaste and Toothbrush	Group 202	96.76%



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III. Operations

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

Location	Number of plants	Number of offices	Total
National	4	4	8
International	-	-	-

Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28 States and 8 UTs
International (No. of Countries)	18

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

5%

c. A brief on types of customers:

Colgate caters to all types of oral care needs a consumer can have. The Company's end users belong from all age groups and diverse geographical location (urban and rural), as well as household size and type. We further partner with diverse wholesalers, modern trade stores and other retailers to ensure all our consumers can access our products easily.

IV. Employees

Details as at the end of Financial Year

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employee						
1.	Permanent (D)	804	612	76%	192	24%
2.	Other than Permanent (E)		1166*			
3.	Total employees (D + E)	1970	612**	-	192**	-
Workers						
4.	Permanent (F)	1559	1496	96%	63	4%
5.	Other than Permanent (G)	568	484	85%	84	15%
6.	Total workers (F + G)	2127	1980	93%	147	7%

*We currently do not track the gender bifurcation and are in the process of implementing appropriate provisions for the same

**The total values presented gender wise do not include the data for 'other than permanent employees'

b. Differently abled employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently Abled Employees						
1.	Permanent (D)	Nil	Nil	-	Nil	-
2.	Other than Permanent (E)	Nil	Nil	-	Nil	-
3.	Total employees (D + E)	Nil	Nil	-	Nil	-
Differently Abled Workers						
4.	Permanent (F)	1	1	100%	Nil	-
5.	Other than Permanent (G)	6	6	100%	Nil	-
6.	Total employees (F + G)	7	7	100%	Nil	-

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Participation/Inclusion/Representation of women:

	Total	No. and percentage of Females	
	(A)	No. (B)	% (B/A)
Board of Directors	11	4	36%
Key Management Personnel	3	Nil	-

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

	Turnover Rate								
	FY 2021-22			FY 2020-21			FY 2019-20		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	15%	21%	36%	6%	11%	17%	13%	8%	21%
Permanent Workers	3%	11%	14%	3%	3%	6%	6%	10%	16%

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

Names of holding/subsidiary/associate companies/joint ventures:

Sr. 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.	Colgate-Palmolive Co., USA	Holding	-	No
2.	Colgate-Palmolive (Asia) Pte. Limited	Holding	-	No
3.	Norwood International Incorporated	Holding	-	No

VI. CSR Details

(i) Whether CSR is applicable as per section 135 of Companies Act, 2013 : Yes

(ii) Turnover : ₹ 506,645.51 lakhs

(iii) Net worth : ₹ 173,245.46 lakhs

List of activities/thematic areas in which expenditure for above has been incurred:

1. Conservation of natural resources
2. Promoting education
3. Preventive and promoting healthcare
4. Women empowerment

VII. Transparency and Disclosures Compliances

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)	Financial Year			Financial Year		
		2021-22			2020-21		
	(If yes, then provide web-link for grievance redress policy)	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	Nil	Nil	-	Nil	Nil	-
Shareholders	Yes	121	2	All pending complaints as on March 31, 2022 were subsequently resolved.	112	7	All pending complaints as on March 31, 2021 were subsequently resolved.



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Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	Financial Year			Financial Year		
		2021-22			2020-21		
	(If yes, then provide web-link for grievance redress policy)	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
Investors (Other than shareholders)	N.A.	-	-	-	-	-	-
Employee & Workers	Yes	3	Nil	-	5	Nil	-
Consumers	Yes	3739	Nil	Consumers contact the Company to report product related experiences that could vary from manufacturing, pricing, preference, and adverse event complaints. These grievances are addressed in a timely manner in accordance to the Colgate's Consumer Satisfaction Policy.	2282	Nil	Consumers contact the Company to report product related experiences that could vary from manufacturing, pricing, preference, and adverse event complaints. These grievances are addressed in a timely manner in accordance to the Colgate's Consumer Satisfaction Policy.
Value Chain Partners	Yes Link: https://www.colgatepalmolive.com/en-us/who-we-are/governance/third-party-code-of-conduct	Nil	Nil	-	Nil	Nil	-
Others: NGOs	Yes	Nil	Nil	-	Nil	Nil	-

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:

Sr. No.	Material issue Identified	Indicate Whether Risk or Opportunity	Rationale for identifying Risk/ Opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Occupational Health and Safety	Risk and Opportunity	<p>Risk: Occupational health and safety is a critical aspect for ensuring employee welfare. Non-compliance with appropriate safety standards can attract high frequency of health and safety incidents</p> <p>Opportunity: A robust EHS management system with appropriate hazard identification, mitigation plan and root cause analysis will showcase Company's commitments towards employee safety, increased productivity and motivation</p>	<ul style="list-style-type: none"> i. Implementation of a Company-wide robust EHS management system ii. Ensuring periodic internal and external audits iii. Training all employees and workers on safe working practices iv. Investigation of each reported case and preparation of remedial plan 	Incidents of occupational health & safety management system may cause loss in man-days and further impact productivity of operations. It can also demoralize employees and workers which can reduce motivation and productivity

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Sr. No.	Material issue Identified	Indicate Whether Risk or Opportunity	Rationale for identifying Risk/ Opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2.	Human Rights	Risk	Instances of human rights violation or non-compliance of statutory norms can lead to adverse financial and reputational implications	<ul style="list-style-type: none"> i. Comprehensive policies and procedures included in the Company CoC ii. Mechanisms in place to avoid workforce discrimination, sexual harassment, among others 	Company's reputation and relationships with stakeholders can be adversely affected in case of any instances of non-compliance
3.	Diversity and Inclusion	Opportunity	Fostering a culture which integrates diversity, inclusion, employee well-being, and training and development will attract and retain employees	<ul style="list-style-type: none"> i. Diversity and inclusion policy and training 	Investing in human capital has the ability to improve employee productivity, spur innovation and attract employees with similar organisational value
4.	Human Resource Development			<ul style="list-style-type: none"> ii. Employee and worker skill development training programs iii. Utilization of digital platforms such as WYSA and Employee Assistance Programs (EAP) for improving mental well-being 	
5.	Social Impact	Opportunity	Aligning CSR initiatives with the needs of the community can create a positive impact which can unlock goodwill and social license to operate	The Company has undertaken several voluntary CSR initiatives for overall development of the community in the field of preventive healthcare, promotion of education and conservation of natural resources	Being a responsible corporate citizen, community upliftment is a critical aspect for elevating brand value among local bodies and communities which in turn can increase the demand of Company's products
6.	Consumer Health and Safety	Risk	Consumer health and safety is critical for gaining consumer trust. Non-compliance regarding product information and labelling as well as marketing and communications can have adverse effects	<ul style="list-style-type: none"> i. Robust protocols for design, packaging and consumer safety at product development stages 	Any health and safety incident can reduce customer trust and adversely impact the demand of products. Moreover, instances of non-compliance with product marketing and labelling can attract monetary fines/punishments
7.	Product Stewardship			<ul style="list-style-type: none"> ii. Implementation of Quality Management System (QMS) iii. Effective product recall management 	
8.	Water Stewardship	Risk	Unavailability of surface water during summer can adversely hamper operations. Mismanagement of wastewater can attract legal complications	<ul style="list-style-type: none"> i. Implementation of Zero Liquid Discharge facility at all four sites ii. Water saving initiatives, campaigns and Water access, augmentation and conservation programs for communities in water stressed region 	Shortage of water can slow down plant productivity. Incidents of non-compliance regarding wastewater can lead to monetary loss in terms of fines and penalties
9.	Energy and Emissions Management	Opportunity	Enhancing and utilizing green energy to reduce carbon footprint of the organization	<ul style="list-style-type: none"> i. Transition towards greener options such as onsite solar project, hydroelectricity, and wind energy ii. Minimization of emissions throughout the value chain through greener alternatives such as utilization of CNG based trucks and multimodal shipments 	Increasing self-reliance on sustainable and green energy can reduce Company costs and attract investment opportunities
10.	Waste Management	Risk	Poor waste management can lead to non-compliance with legal requirements for waste disposal	Implementation of robust waste management system incorporating initiatives that ensure hazardous waste management and responsible disposal to ensure adherence with zero waste to landfill program	Non-compliance with regulatory norms on waste management can lead to fines and penalties and adversely affect the operating costs of the Company
11.	Responsible Supply chain	Risk	Adverse events across the supply chain can hamper the Company's reputation as a responsible business	Implementation of Supplier Responsible Sourcing Assessment (SRSA). Suppliers are assessed on four ESG parameters (labour standards, health and safety, ethics and integrity and environment). In case of any deviation, the suppliers are asked to take necessary corrective actions	Any adverse instances with supply chain can disrupt operations and availability of products across India
12.	Business Ethics, Governance and Transparency	Risk	Building a culture of integrity and transparency is linked with fulfillment of mandates as well as strengthening relationships with stakeholders	<ul style="list-style-type: none"> i. Development of Code of Conduct ii. Development of policies, programs and mechanisms for avoiding workplace discrimination, harassment and corruption, among others 	Any instances of unethical practices have the risk of tarnishing Company reputation and attracting fines/penalty which can in turn affect business continuity



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SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9. Through the existence of various policies and procedures, Colgate aims to provide robust governance around the given nine NGRBC Principles and Core Elements.

- Principle 1:** Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable.
- Principle 2:** Businesses should provide goods and services in a manner that is sustainable and safe.
- Principle 3:** Businesses should respect and promote the wellbeing of all employees, including those in their value chain.
- Principle 4:** Businesses should respect the interests of and be responsive to all its stakeholders.
- Principle 5:** Businesses should respect and promote human rights.
- Principle 6:** Businesses should respect and make efforts to protect and restore the environment.
- Principle 7:** Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
- Principle 8:** Businesses should promote inclusive growth and equitable development.
- Principle 9:** Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure Questions	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9
Policy and Management Processes									
1. a. Whether your entity's policy(ies) 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	Colgate's sustainability policies can be accessed at: https://www.colgatepalmolive.com/en-us/sustainability/our-sustainability-policies								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusted) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	All Colgate sites follow Colgate-Palmolive's Environment, Health and Safety standards that are developed internally in line with OHSAS and EPA. Additionally the manufacturing site in Sri City is also ISO 9000 certified. Our sites at Sanand Phase 1 as well as Sri City - 1 and 2 continue to be LEED gold-certified sites. We have also retained our TRUE platinum-certification for all four manufacturing sites.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Colgate is in the process of setting up its goals and targets towards the nine principles.								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	N.A.								

Governance, Leadership, and Oversight

7. Director's Statement

Dear Stakeholders,

It gives me immense pleasure to present our first edition of the Business Responsibility and Sustainability Report (BRSR). As we strive to maintain our leadership position, Colgate prioritizes sustainability, operational resilience, and organisational agility as part of its goal to rejuvenate the Company for the next phase of development. In these extraordinary times, we stay steadfast in our mission to create a healthier future for all.

Despite the challenges posed by the pandemic, we are pleased with our accomplishments in this year, pertaining to business growth, huge network enhancements and sustainability. The COVID-19 pandemic served as a stark reminder of the significance of sustainable growth and environmental stewardship. We are dedicated to reducing our operations' environmental impact, striving toward resource neutrality, and becoming a global sustainability exemplar to help shape a more safe, sustainable, and inclusive future.

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In line with our Company's value of teamwork, we undertook a multi-stakeholder engagement approach to identify key material issues for the business. Accordingly, we strive to implement best practices and disclosures around identified material issues and ensure that any negative impact on business operations are mitigated appropriately.

Currently, we are in the process to give our ESG (Environment, Social and Governance) commitment a systematic structure in the form of sustainable practices, policies and targets. Such initiatives foster a culture of inclusion, diversity, ethical behaviour, and an opportunity to reduce our environmental footprint. We remain steadfast in implementing the concepts of sustainability across our value chain as we expand our area of positive social effect and serve more markets. Through safe and high-quality goods, we will continue to offer affordability and accessibility to transformational therapeutic solutions. At the heart of our corporate purpose, we look forward to developing a sustainable growth trajectory that allows for a shared future for all i.e., our employees, customers, and other stakeholders.

Best Wishes,
Ram Raghavan*

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Mr. Ram Raghavan* Managing Director and Chief Executive Director DIN : 08511606
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, Colgate has formed an ESG and Corporate Social Responsibility Committee (ECC) which is responsible for the decision making on sustainability related issues.

*resigned effective close of business hours on April 15, 2022.

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/Any other Committee									Frequency (Annually/Half-yearly/Quarterly/Any other – please specify)								
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against above policies and follow-up action	The policies are reviewed internally on a periodic basis.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Colgate is in compliance with all applicable statutory requirements.																	

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.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	The policies are reviewed internally from time to time. No review is conducted through external partners.								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the principles material to its business (Yes/No)	N.A.								
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)									



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SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

ETHICS AND INTEGRITY

Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

Essential Indicators

1. Percentage coverage by training and awareness programs on any of the principles during the financial year 2021-22:

Segment	Total number of training and awareness programs held	Topics/principles covered under the training and its impacts	% of persons in respective category covered by the awareness programs
Board of Directors (BoD)	6	Principles covered include responsible business conduct, equitable and inclusive growth, risk management, environment stewardship, safe and sustainable provision of goods, employee well-being, human rights, etc.	100%
Key Managerial Personnel (KMP)	6		100%
Employees other than BoD and KMPs	5	Curated training programs covering wide gamut of topics such as anti-bribery, anti-competition, prevention of harassment, trade compliance, data privacy, etc. are mandatorily required to be completed by all employees.	100%
Workers	3	Training and awareness programs conducted on Minimum Safe Behaviour, Plant Floor Operator Micro Awareness and Code of Conduct Acknowledgment.	100%

2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by Directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year 2021-22:

Monetary					
	NGRBC Principle	Name of the Regulatory/ Enforcement agencies/ Judicial institution	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	1	Director General of GST Intelligence	394,394	Penalty was levied on delayed payment of input GST credit on in-transit damages for FY 2017-18, post filing of the Annual return under GST for FY 2017-18	No
	1	West Bengal GST Authorities	620,000	The consignment was caught enroute from HP to Kolkata by GST authorities, since E-way bill had expired and the transporter did not increase the validity of E-way bill before expiry	No
Settlement	Nil				
Compounding Fee					
Non-Monetary					
	NGRBC Principle	Name of the Regulatory/Enforcement agencies/Judicial institution	Brief of the Case		Has an appeal been preferred? (Yes/No)
Imprisonment	Nil				
Punishment					

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.

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
N.A.	

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4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a weblink to the policy.

Yes, Colgate has an anti-bribery policy which recognizes and adheres to the local anti-bribery laws in all the countries where it does business. Through the policy, Colgate prohibits its employees and any third parties acting on its behalf or in connection with the business from offering anything of value, either directly or indirectly, to any government officials or private individuals/parties with the aim of achieving prompt service or business advantage.

The policy reflects Colgate’s ethos of maintaining high ethical standards and regular compliance with all applicable laws. Colgate ensures strict adherence by its people and provides them online training on the Policy, its expectations and reporting mechanism on an annual basis. The Company further expects all third parties to reinforce compliance of anti-bribery policy among their employees and sub-contractors.

Colgate has a robust anti-bribery due diligence process for its vendors, suppliers and other stakeholders dealing with any Government or statutory authorities on behalf of the Company, in accordance with its Global anti-bribery policy.

The Company has a zero tolerance for any breach of its policy. Failure to comply with any listed anti-bribery laws can lead to termination of employment or business relationship.

To know further, the policy can be accessed at <https://www.colgatepalmolive.com/en-us/who-we-are/our-policies/anti-bribery-policy>

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

	FY 2021-22	FY 2020-21
Directors	Nil	
KMPs		
Employees		
Workers		

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

	FY 2021-22		FY 2020-21	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors.		Nil		
Number of complaints received in relation to issues of Conflict of Interest of the KMPs		Nil		

7. Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institution on cases of corruption and conflicts of interest.

N.A.

Leadership Indicators

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

Total number of awareness programs held	Topics/principles covered under the training	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	Webinar on water sensitization including importance of water security and best practices. (P6)	Value chain partners belonging from water stress area.

2. Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board? (Yes/No)

Yes, the Directors do not participate in agenda items at the Board/Committee Meetings in which they are an interested or deemed to be interested party. Disclosures are also made by Directors regarding their Directorship/Committeeship/ Shareholding/Association on a timely basis.



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SUSTAINABLE BUSINESS

Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

- 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.**

	FY 2021-22	FY 2020-21	Details of improvements in environmental and social impacts
R&D*	-	-	Recyclable tubes help reducing waste generation and ultimately waste diverted towards landfill. The diabetic toothpaste caters to the needs of different members of the society. Non-aqueous toothpaste does not contain water in the formula which reduces the Company's water consumption.
Capex	8.6%	1.1%	

*We are currently in the process of capturing the R&D expenses pertaining to improvements in environmental and social impacts

- Does the entity have procedures in place for sustainable sourcing?**

Yes, Colgate has implemented a Supplier Responsible Sourcing Assessment (SRSA) program in order to identify and manage supplier risks relating to environmental and social responsibility. The program stands on four pillars of environmental management, health and safety, labor standards and business integrity.

The Company takes extreme caution in selecting suppliers who comply to ethical, social, and environmental aspects. All direct raw material suppliers are required to fill in a detailed questionnaire prior to onboarding. Once onboarded, the Company also ensures routine third-party audits of suppliers with SEDEX and charts out corresponding improvement plan and remediation actions, if required.

Further, through strategic partnership with Earthworm (a non-profit organization), the Company measures traceability of palm derivate sourcing from sustainable sources. All the key palm derivative suppliers are covered under this program.

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

65% of our inputs are sourced sustainably.

- 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)	All pre-consumer plastic waste is sent for recycling through an authorized waste handler. The Company has also contracted with waste management service providers responsible for collection, sorting, processing, and recycling of any uncontaminated multi layered packaging waste from the market to diverting the post-consumer packaging waste towards recycling and co-processing.
b. E-waste	All e-waste is disposed off through a Government approved e-waste recycler.
c. Hazardous waste	Disposal of hazardous waste is regulated. Each type of waste is disposed off only through an authorized waste handler.
d. Other waste	All four manufacturing sites generate more of non-hazardous waste (including plastic waste, paper waste, metal waste, etc.) and majority of which is diverted towards recycling or co-processing.

- 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, the EPR Program is managed centrally since Colgate is registered as a PIBO with Central Pollution Control Board (CPCB). The Company has engaged five Waste Management Agencies (WMAs) to collect all the Post Consumer

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Multi-Layered Plastics (MLPs) generated from sale of our products. Further, Colgate has collected 99.5% of the multi-layered plastic.

Leadership Indicators

1. **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 2021-22	FY 2020-21
Re-grinded PP Material	5%	5%

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

	FY 2021-22			FY 2020-21		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Nil			Nil		
E-waste	Nil			Nil		
Hazardous waste	Nil			Nil		
Other waste	Nil			Nil		

Note: As a part of our EPR program, we collect the Multi-layered plastic and we safely dispose off the same through authorised agencies for energy recovery

3. **Reclaimed products and their packaging materials (as percentage of products sold) for each product category:**

Indicate Product Category	
Reclaimed products and their packaging materials as % of total products sold in respective category	N.A.

EMPLOYEE WELLBEING

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent employees											
Male	612	612	100%	612	100%	N.A.	-	612	100%	150	24.5%
Female	192	192	100%	192	100%	192	100%	N.A.	-	127	66.1%
Total	804	804	100%	804	100%	192	24%	612	76%	277	34%
Other than Permanent employees											
Male	1166	1166	100%	1166	100%	1166	100%	Nil	-	Nil	-
Female											
Total	1166*	1166	100%	1166	100%	1166	100%	Nil	-	Nil	-

*We currently do not track the gender bifurcation and are in the process of implementing appropriate provisions for the same.

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

Category	% of worker covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Workers											
Male	1496	1496	100%	1496	100%	N.A.	-	1496	100%	Nil	-
Female	63	63	100%	63	100%	63	100%	N.A.	-	63	100%
Total	1559	1559	100%	1559	100%	63	4%	1496	96%	63	4%
Other than Permanent Workers											
Male	484	484	100%	484	100%	Nil	-	Nil	-	Nil	-
Female	84	84	100%	84	100%	84	100%	Nil	-	71	85%
Total	568	568	100%	568	100%	84	15%	Nil	-	71	13%



Business Responsibility and Sustainability Report (Contd.)

2. Details of retirement benefits:

Benefits	FY 2021-22			FY 2020-21		
	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%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	Nil	Nil	N.A.	Nil	Nil	N.A.
Other: Life Insurance	100%	100%	Y	100%	100%	Y

3. Accessibility of workplaces:

Are the premises/offices of the entity accessible to differently abled employees and workers as per the requirements of the Rights of Persons with Disabilities Act, 2016? (Yes/No)	Yes, Colgate supports the needs of all its employees classified as Persons with Disabilities (PWD). The Company has already modified several locations with disabled-accessible infrastructure including ramps, furniture, washrooms and other installations. It is also currently in the process of incorporating similar measures across all locations.
If not, whether any steps are being taken by the entity in this regard.	N.A.
4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? (Yes/No)	Yes, Colgate is an equal opportunity employer and complies with all applicable fair employment and equal opportunity laws as mandated by the Government of India. The Company does not indulge in discrimination of any employee or applicant for employment on the basis of race, color, religion, sex, national origin, ethnicity, age, disability, veteran status, marital status, sexual orientation, gender identity, or any other characteristic protected by law.
If so, provide a web link to the policy.	https://www.colgatepalmolive.com/en-us/who-we-are/our-policies/equal-opportunity-employer-info

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%	Not tracked currently	
Female	100%	100%		

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

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	Colgate believes in ensuring a strong connect with all its employees and addressing their issues in a timely manner through regular one-on-one connects. All employees can also utilize the HR Chatbot which is available 24X7 to answer queries.
Other than Permanent Workers	
Permanent Employees	At the same time, all the employees and workers are encouraged to voice and share their inputs and feedback through key forums, like the quarterly townhall, where they can interact with the leadership team and get answers to their concerns and queries. All employees can also raise concerns using the Global Ethics and Compliance helpline. The case once raised is assessed by a trained investigator and basis that a timely and fair resolution is provided. Colgate further has a zero-retaliation policy in order to ensure zero adverse actions against the complainant. For workers, plant lead or the Human Resource lead is the nodal point of contact to clarify questions and raise concerns.
Other than Permanent Employees	

Business Responsibility and Sustainability Report (Contd.)

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

Category	FY 2021-22			FY 2020-21		
	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	Nil					
Male						
Female						
Total Permanent Workers	1559	444	28%	1632	451	28%
Male	1496	444	30%	1549	451	29%
Female	63	Nil	-	83	Nil	-

8. Details of training given to employees and workers:

Category	FY 2021-22					FY 2020-21				
	Total (A)	On Health Safety measures		On Skill Upgradation		Total (D)	On Health Safety measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	612	612	100%	593	97%	634	634	100%	567	89%
Female	192	192	100%	180	94%	181	181	100%	170	94%
Total	804*	804	100%	773	96%	815*	815	100%	737	90%
Workers										
Male	1980	1980	100%	1980	100%	1549	1549	100%	1549	100%
Female	147	147	100%	147	100%	83	Nil	-	83	100%
Total	2127	2127	100%	2127	100%	1632	1549	95%	1632	100%

* This data does not include 'other than permanent employees' since we currently do not track the gender bifurcation and are in the process of implementing appropriate provisions for the same

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

Benefits	FY 2021-22			FY 2020-21		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employee						
Male	612	612	100%	634	631	99%
Female	192	192	100%	181	180	99%
Total	804	804	100%	815	811	99%
Workers						
Male	1496	1479	99%	1549	1549	100%
Female	63	57	90%	83	83	100%
Total	1559	1536	99%	1632	1632	100%

10. Health and Safety Management System:

a) Whether an occupational health and safety management system has been implemented by the entity? (Yes/No).	Yes, Colgate has a robust EHS program which covers review of compliance in accordance with regulations, internal standards, minimum safety behaviour programs, visible leadership programs, performance recognition initiatives, labor practices, regulatory requirements and compliances, inspections and self-assessments, audits (internal & external), employee engagement and training, emergency response plan and channels of reporting.
If yes, the coverage of such system?	All CP-India plants and offices including warehouses, offices and technology centres are covered.
b) What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	The Company has a dedicated process to identify different kinds of risks pertaining to work related, hardware related, behaviour related and process related risks for all routine and non-routine activities. Our sites carry out risk-based assessment and job safety analysis or job hazard analysis for all tasks to identify current and potential risks. Other type of assessments undertaken for identifying potential risks include chemical hazard assessment, machine guarding assessment, ergonomic assessment, and elect assessment.



Business Responsibility and Sustainability Report (Contd.)

c) Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)	Yes, all employees, visitors and contractors are encouraged to report situations, behaviours, and conditions that are perceived to be of risk or have hazardous elements. Such situations can be brought to notice through both formal and informal processes. The Company has also implemented several programs which require employees to report “unsafe conditions and unsafe behaviour.”
d) Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)	Yes, the Company has a medical officer/physician visiting the plant where each and every employee can consult the doctor for all personal medical illnesses. All employees are also covered under a medical insurance.

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

Safety Incident/Number	Category	FY 2021-22	FY 2020-21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Nil	Nil
Total recordable work-related injuries	Employees	Nil	1
	Workers	1	Nil
Number of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

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

Colgate has laid down Environment Health and Safety Standard Operating Procedures (SOPs) highlighting the roles and responsibilities of individuals, groups, and committees along with do's and don'ts. Curated safety training and drills are also conducted at regular intervals to keep all employees and workers updated with safety measures and processes in place. In addition to this, regular job hazard analysis is performed along with other safety related risk assessment exercises to identify potential safety challenges. Internal and external safety audits are carried out as planned to ensure compliance, identify areas of improvement, and implement appropriate actions, as required to strengthen the safety measures at the workplace.

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

	FY 2021-22			FY 2020-21		
	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	Nil			Nil		
Health & Safety						

14. Assessments for the year:

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

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

Colgate has a dedicated process to identify unsafe work conditions and behaviour. The Company encourages its employees and workers to report near miss incidents, all first aid cases, recordable accidents, and other work-related illness openly and in a timely manner. These complaints (if any) are thoroughly investigated using tools like root cause analysis to gauge the level and intensity of the concern. Based on the findings, appropriate forward action plan is prepared.

As a good practice, the Company focuses on timely closure of the gaps with appropriate actions and follow ups. Colgate takes a step further to systematically close all the identified gaps.

Business Responsibility and Sustainability Report (Contd.)

Leadership Indicators

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

A) Employees:	Yes
B) Workers:	Yes

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

All our key suppliers undergo routine assessment where compliance with statutory dues is tracked. Currently, there are no pending complaints of statutory dues not being paid by the suppliers as corroborated by the assessment done by an independent third part audit agency.

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

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable Employment	
	FY 2021-22	FY 2020-21	FY 2021-22	FY 2020-21
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

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)

Currently, the Company only provides retirement benefits.

5. Details on assessment of value chain partners:

	% of value chain partners that were assessed: (By value of business done with such partners)
Health and safety practices	37 suppliers which contribute to 65% of the spends
Working Conditions	

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

Based on SEDEX assessment, a detailed action plan is currently being sought from all the respective suppliers in a timely manner. The Company diligently tracks actions and publishes corresponding reports to ensure 100% adherence.

STAKEHOLDER INCLUSIVENESS

Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

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

The Company has implemented an extensive stakeholder-inclusive approach to strengthen its partnerships and unlock synergized growth. Colgate identifies stakeholder groups through strategized internal processes including discussions with the top management and key functions to understand individuals, entities and groups that impact the Company or get impacted by its business operations. The Company further prioritizes stakeholders based on criticality to business in terms of level of influence, responsibility, and dependence.

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
Shareholders	No	Newsletters, reminder letters, newspaper publications, emails, Annual Reports	Quarterly and Annually	Communication on financial performance, growth perspective and any other material information



Business Responsibility and Sustainability Report (Contd.)

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
Employees	No	Email, townhall, departmental meetings, conferences	Monthly and Quarterly	Communicate on occupational health and safety, human rights, new products, Company strategy, policy changes, among others
Contractual workers	Yes (Women and low economic status)	Meetings, notice board	Quarterly	
Vendors and suppliers	No (However, we do have certain MSME supply partners)	Emails and meetings	Need based	Communication on materials, services, pricing and commodities' trends
Retailers (Direct, Indirect, Online & Offline)	No	SMS, newspaper, advertisements, pamphlets	Monthly	Communication on new launches, schemes and retailer engagements programs
Community	Yes (Tribal, rural, women, low economic status)	NGO network, focus group discussions	Program based	Understand challenges, testimonials, and scope for improvements
NGOs	No	Review Meetings (During Covid time: virtual meetings), reports and sharing impact stories	Based on program size and need	Understand challenges, testimonials, and scope for improvements

Leadership Indicators

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

The Company, with the help of an external consultant, has engaged in an extensive stakeholder engagement and materiality assessment exercise across all groups of stakeholders to gauge their feedback and input on what is material to the business. The gaps and observations, identified during the broad evaluation process are then cascaded to the senior management level for ensuring that necessary remedial actions are undertaken. Further, the Board is updated on the remedial action taken to close the gaps and observations, if any.

For CSR activities and initiatives, basis the program objective, challenge, or inputs received during NGO reviews and stakeholder interactions (where applicable), any major change/s required are informed to the senior management during ESG and Corporate Social Responsibility Committee (ECC) and Board meetings.

2. (a) Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes/No).	Based on the insights of the stakeholder engagement and materiality assessment, the Company has arrived at the key social and environmental aspects that are material to Colgate and its stakeholders.
(b) 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.	To identify key thematic interventions, NGOs carry out joint consultations with Local Government bodies and key stakeholders to identify pressing community challenges and topics for discussion with ECC. Based on the inputs received, the ECC along with the Board initiated diverse programs. As a result, there was an addition of digital and financial literacy in women empowerment program, scaling of water initiatives in additional villages and scaling of scholarship program.

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

- A) Water Augmentation for Livelihoods and Women Empowerment: Initiatives such as Breeding farm pilot, Multi-cropping, Digital and Financial Literacy, Feasibility Assessment provided by government for 14 new villages.
- B) Water Access programs: Skilling for testing water quality and capacity building with local stakeholders.
- C) Keep India Smiling (KIS): Scholarship and mentorship program for underprivileged children with increased focus on diversity and inclusion.

Business Responsibility and Sustainability Report (Contd.)

HUMAN RIGHTS

Principle 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. employees/ workers covered (B)	% (B/A)	Total (C)	No. employees/ workers covered (D)	% (D/C)
Employees						
Permanent	804	804	100%	815	815	100%
Other than permanent	1166	1166	100%	1087	1087	100%
Total Employees	1970	1970	100%	1902	1902	100%
Workers						
Permanent	1559	1559	100%	1632	1632	100%
Other than permanent	568	568	100%	321	321	100%
Total workers	2127	2127	100%	1953	1953	100%

Note: Training on Human Rights elements are part of our Code of Conduct training program which is mandatory for all employees of the Company

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

Category	FY 2021-22					FY 2020-21				
	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)
Permanent Employees										
Male	612	Nil	-	612	100%	634	Nil	-	634	100%
Female	192	Nil	-	192	100%	181	Nil	-	181	100%
Total	804	Nil	-	804	100%	815	Nil	-	815	100%
Other than permanent employees										
Male	1166	Nil	-	1166	100%	1087	Nil	-	1087	100%
Female										
Total	1166*	Nil	-	1166	100%	1087*	Nil	-	1087	100%
Permanent workers										
Male	1496	Nil	-	1496	100%	1549	Nil	-	1549	100%
Female	63	Nil	-	63	100%	83	Nil	-	83	100%
Total	1559	Nil	-	1559	100%	1632	Nil	-	1632	100%
Other than permanent workers										
Male	484	Nil	-	484	100%	248	2	1%	246	99%
Female	84	Nil	-	84	100%	73	Nil	-	73	100%
Total	568	Nil	-	568	100%	321	2	1%	319	99%

*We currently do not track the gender bifurcation and are in the process of implementing appropriate provisions for the same

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

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category (₹)	Number	Median remuneration/salary/ wages of respective category (₹)
Board of Directors (BoD)	4	5,92,03,071	Nil	N.A.
Key Managerial Personnel (KMP)	3	4,99,76,309	Nil	N.A.
Employees other than BoD and KMP	608	18,14,124	192	19,44,732
Workers	Median remuneration of workers is ₹ 513,574*			

*We currently do not track the gender bifurcation and are in the process of implementing appropriate provisions for the same. The figure pertains to the weighted average annual salaries



Business Responsibility and Sustainability Report (Contd.)

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, the Company has processes and mechanism in place which addresses the Human Rights related issues.

The Company has also established an Ethics & Compliance Helpline where individuals can raise complaints. The concern is assigned to an internally trained investigator who conducts an extensive investigation. Basis the outcome of investigation, appropriate actions are taken for any alleged violations.

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

Colgate has an Internal Complaints Committee (ICC) which overlooks Prevention of Sexual Harassment and has representation from all different plants and branches. Any case that is raised is thoroughly and confidentially investigated. If found guilty, appropriate action is taken against the accused. The Company has a zero-retaliation policy in place which ensures no adverse actions against the complainant.

The Company has also established an Ethics & Compliance Helpline where individuals can raise complaints. The concern is assigned to an internally trained investigator who conducts an extensive investigation. Basis the outcome of investigation, appropriate actions are taken for any alleged violations. At a local level, the GM, Legal Director and HR Director are key points of contact for the Global ethics team and the investigator.

Colgate believes in ensuring a strong connect with all employees and listening to any issues that they may be facing. HR Business partners ensure regular one-on-one connects to help resolve any queries or issues. Any such issues are reported to HR manager or to Line manager. These issues are then shared with the relevant committee who then carries out a thorough investigation in a confidential manner to help reach a decision.

Additionally, manufacturing facilities are equipped with employee engagement initiatives and platforms such as workers committee meeting which encourage employees and workers to share ideas, grievances through plant performance reviews and suggestion schemes including employee welfare.

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

	FY 2021-22			FY 2020-21		
	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	3	Nil	-	5	Nil	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labor	Nil	Nil	-	Nil	Nil	-
Forced/ Involuntary Labor	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	Nil	Nil	-

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

Colgate echoes the values of trust, transparency and respect in all internal and external communication. Accordingly, the Human Resource (HR) Business partners ensure direct connect with employees or workers to identify the root cause of any concerns. Collectively, they deliberate and resolve issues by undertaking appropriate action steps. Any form of discrimination or harassment issue is reported to HR Manager or to the Line Manager who then shares it with the relevant committee. All cases pertaining to discrimination are routed to Global Ethics and Compliance, whereas harassment cases are routed to Internal Complaints Committee (ICC). The respective committee then carries out a thorough investigation in a confidential manner to help reach a decision in line with Colgate’s zero-retaliation policy.

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

Yes, all our agreements require the adherence to the Colgate’s Code of Conduct by the other party, which inter-alia includes Human Rights provisions.

Business Responsibility and Sustainability Report (Contd.)

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	Colgate has implemented mechanisms by the way of relevant policies and committees (POSH) to avoid instances of human rights violations
Forced/involuntary labor	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

N.A.

Leadership Indicators

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

Nil

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

The Company follows strict adherence to all labor laws with zero deviation. Enforcement of human rights with third party vendors is ensured through signatures in the adherence statement as part of the formal contract. For associated third parties, compliance is a core part of the business agreement. Additionally, as part of the Company's SRSA program, Colgate conducts an audit and risk assessment exercise of third-party vendors to ensure they are compliant with all human rights, ethical and legal requirements.

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?

In certain locations of Colgate, office premises and infrastructure are modified to enable a comfortable working environment for differently abled visitors or employees.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	65%
Discrimination at workplace	65%
Child Labor	65%
Forced Labor/Involuntary Labor	65%
Wages	65%
Others – please specify	65%

Note: 37 suppliers, which contribute to 65% of spends, have been assessed as per the SRSA Standard

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

All assessments are supported with the follow-up action plan and compliance, which are updated on the SEDEX website. Adherence to the closure of all plans and compliances are monitored regularly by Colgate Palmolive Central team based out of US office of the parent Company.



Business Responsibility and Sustainability Report (Contd.)

ENVIRONMENT SUSTAINABILITY

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

Essential Indicators

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

Parameter	FY 2021-22	FY 2020-21
Total electricity consumption (GJ)	169,120.61	150,984.96
Total fuel consumption (GJ)	22,112.60	16,129.97
Energy consumption through other sources (GJ)	Nil	Nil
Total energy consumption (GJ)	191,233.22	167,114.92
Energy intensity per rupee of turnover (GJ/ ₹ lakhs) (Total energy consumption/turnover in rupees)	0.37	0.35

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

2. Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance Achieve and Trade (PAT) Scheme of the Government of India? (Yes/No)	No
If yes, Disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved provide the remedial action taken if any.	N.A.

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

Parameter	FY 2021-22	FY 2020-21
Water Withdrawn by the source (KL)		
i) Surface Water	Nil	Nil
ii) Ground Water	114024	117536
iii) 3rd Party Water	121489	107134
iv) Seawater/desalinated water	Nil	Nil
v) Other sources	9531	13544
Total Vol of Water Withdrawn (i + ii + iii + iv + v)	245044	238214
Total Vol of Water Consumed (KL)	245044	238214
Water intensity per rupee of turnover (KL/ ₹ lakhs) (Water consumed/turnover)	0.48	0.47

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

4. Has the entity implemented a mechanism for Zero Liquid Discharge? (Yes/No)

Baddi: The plant recycles part quantity of wastewater as there is a mandatory requirement to discharge certain volume to common industrial wastewater treatment plant.

Sanand and Goa: Both the plants recycle and reuse 100% of the wastewater at its own site. Water is used for gardening, toilet flushing and in utilities.

Sri City: The plant recycles limited volume of water as per the norms stipulated by the local government. The small amount of recycled water is used for gardening purposes.

If yes, Provide details of its coverage and implementation.

All Colgate sites are covered to showcase its efforts towards ensuring zero liquid discharge.

Business Responsibility and Sustainability Report (Contd.)

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

Parameter	Please specify unit of measurement (UoM)	FY 2021-22	FY 2020-21
NOx	Kg	2,306.78	2,195.88
SOx	Kg	692.65*	3,422.55
Particulate matter (PM)	Kg	1,686.09	1,942.64
Persistent organic pollutants (POP)		Nil	Nil
Volatile organic compounds (VOC)		Nil	Nil
Hazardous air pollutants (HAP)		Nil	Nil
Others – please specify		Nil	Nil

*The reduction in SOx emissions is a result of fuel change in boiler operations from Diesel to Natural Gas

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, government authorized agencies carry out monitoring in every state as per SPCB norms

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

Parameter	Unit	FY 2021-22	FY 2020-21
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	1,623.53	1,184.58
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	31,006.98	28,257.05
Total Scope 1 and Scope 2 emissions per rupee of turnover (Metric tonnes of CO₂ equivalent/₹ lakhs)		0.06	0.06

Note: The data pertains to Company's four manufacturing plants

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

7. Does the entity have any project related to reducing Green House Gas emission?

If yes, then provide details.

Colgate utilizes green energy produced from Hydroelectric power stations (for e.g., 85% of the total consumption in Baddi Plant is from hydro power) which reduces CO₂ emissions by substituting burning of fossil fuels. The Company has further switched over to using CNG piped gas for its boilers at Goa and Sanand facility. All plants consume refrigerant gases that are environment friendly. The plants in Sri City and Sanand use power generated through renewable sources including wind and solar power.

All new machines and equipment are energy efficient, thereby using less energy which lead to reduction in carbon emissions. The Company has planned to budget 5% of CEB spending for projects that support our transition towards becoming green.

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

Total Waste generated (in metric tonnes)			
Parameter		FY 2021-22	FY 2020-21
Plastic waste (A)		710.99	636.90
E-waste (B)		3.10	1.24
Bio-medical waste (C)		2.90	3.38
Construction and demolition waste (D)		Nil	Nil
Battery waste (E)		27.82	3.11
Radioactive waste (F)		Nil	Nil



Business Responsibility and Sustainability Report (Contd.)

Total Waste generated (in metric tonnes)		
Parameter	FY 2021-22	FY 2020-21
Other Hazardous waste. Please specify, if any. ETP Sludge (G)	368.48	356.52
Other Non-hazardous waste generated (H): Spent oil	2.01	0.78
Other Non-hazardous waste generated (H): Waste cream	596.86	741.53
Other Non-hazardous waste generated (H): Other	2,466.56	2,327.59
Total (A+B + C + D + E + F + G + H)	4,178.71	4,071.04

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

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

Parameter	FY 2021-22	FY 2020-21
Category of Waste		
(i) Recycled	3,067.15	3,083.04
(ii) Re-used	921.62	914.99
(iii) Other recovery operations	Nil	Nil
Total	3,988.77	3,998.04

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Parameter	FY 2021-22	FY 2020-21
Category of disposal Method		
(i) Incineration	3.111	3.228
(ii) Landfilling	17.626	12.284
(iii) Other disposal operations	Nil	Nil
Total	20.737	15.512

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

The Company sends all its hazardous waste only to government approved waste management agencies. All batteries are sent to manufacturers only as part of the buy-back program. Colgate is further exploring the possibility of decreasing testing of raw materials or work-in-progress to achieve reduction in consumption of hazardous chemicals which would later be disposed-off as “hazardous waste”. Additionally, the Company has limited its dependence on chemicals for testing purposes in Laboratory.

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

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

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

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

Business Responsibility and Sustainability Report (Contd.)

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

Specify the law/regulation/guidelines which was not complied with	Provide details of the non-compliance	Any fines/penalties/action taken by regulatory taken by regulatory agencies such as pollution control boards or by courts.	Corrective action taken, if any
All Colgate sites are compliant to all the above-mentioned norms			

Leadership Indicators

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

Parameter	FY 2021-22	FY 2020-21
From Renewable Sources (GJ)		
Total electricity consumption (A)	27,822.96	22,218.65
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	27,822.96	22,218.65
From Non-Renewable Sources (GJ)		
Total electricity consumption (D)	141,297.65	128,766.31
Total fuel consumption (E)	22,112.60	16,129.97
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F)	163,410.25	144,896.27

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

2. Provide the following details related to water discharged:

Parameter	FY 2021-22	FY 2020-21
Water discharge by destination and level of treatment (KL)		
(i) To Surface Water		
- No treatment	Nil	Nil
- With treatment (please specify level of treatment)	Nil	Nil
(ii) To Groundwater		
- No treatment	Nil	Nil
- With treatment (please specify level of treatment)	1,624	3,527
(iii) To Seawater		
- No treatment	Nil	Nil
- With treatment (please specify level of treatment)	Nil	Nil
(iv) Sent to third parties		
- No treatment	8,215	8,091
- With treatment (please specify level of treatment)	14,729	13,925
(v) Others		
- No treatment	Nil	Nil
- With treatment (please specify level of treatment)	60,686	64,536
Total Water discharged (KL)	85,254	90,079

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



Business Responsibility and Sustainability Report (Contd.)

3. Water withdrawal, consumption, and discharge in areas of water stress (in KL):

For each facility/plant located in areas of water stress, provide the following information:

(i) **Name of the area:** Sri City (Andhra Pradesh), Sanand (Gujarat), and Baddi (Himachal Pradesh).

These areas have been identified as water stress areas based on World Resources Institute (WRI) aqueduct tool.

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

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

Parameter	FY 2021-22	FY 2020-21
Water withdrawal by source (in KL)		
(i) Surface water	Nil	Nil
(ii) Groundwater	82,262	67,547
(iii) Third party water	105,102	97,316
(iv) Seawater/desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of water withdrawal (KL)	187,364	164,863
Total volume of water consumption (KL)	187,364	164,863
Water intensity per rupee of turnover (KL/ ₹ lakhs) (Water consumed/turnover)	0.37	0.34
Water discharge by destination and level of treatment (in kiloliters)		
(i) Into Surface water		
- No treatment	Nil	Nil
- With treatment (please specify level of treatment)	Nil	Nil
(ii) Into Groundwater		
- No treatment	Nil	Nil
- With treatment (please specify level of treatment)	1,624	3,527
(iii) Into Seawater		
- No treatment	Nil	Nil
- With treatment (please specify level of treatment)	Nil	Nil
(iv) Sent to third-parties		
- No treatment	8,215	8,091
- With treatment (please specify level of treatment)	14,729	13,925
(v) Others		
- No treatment	Nil	Nil
- With treatment (please specify level of treatment)	31,456	33,688
Total water discharged (KL)	56,024	59,231

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

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

N.A.

5. 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:

Business Responsibility and Sustainability Report (Contd.)

Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Introduction of Recyclable tube	Mono-material High Density Polyethylene (HDPE) based tube which can be recycled.	The tube structure facilitates sorting and segregating into High Density Polyethylene (HDPE) stream. This helps the recycling industry to easily recover material, reduce landfill and eliminate waterbody contamination.
Use of rPET in toothbrush blisters	Use of 80% recycled PET flakes for making the PET rolls for blister making.	Ensures reduction in consumption of virgin PET (Plastics) material by increasing dependency on industrial and consumer waste.
Use of recycled board for cartons (toothpaste) and backer cards (toothbrush)	Board with recycled paper pulp being used for making cartons and backer cards.	Ensures reduction in consumption of plant based virgin pulp by increasing dependency on industrial and consumer wastepaper.
Use of recycled kraft paper for shippers in toothpaste and toothbrush.	Kraft paper with recycled paper pulp being used for making shippers.	
Use of BOPP film for bundling of cartons in toothpaste.	Mono-material Polypropelene based film thickness increased from 22 micron to 50 micron.	Increase in thickness helps in recovery of material by the recycling industry and reduce landfill and waterbody contamination.

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

Yes, each plant has a documented Business Continuity Plan (BCP), where various aspects of identified disasters have been studied. Additionally, identified risks have been evaluated as part of the plan with corresponding remedial actions. Each site can also produce product from other location in case of a local disaster to support and continue the business operations.

7. 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?

All plants have a comprehensive Business Continuity Plan in case of any adverse impacts or disasters.

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

37 suppliers which contribute to 65% of the spends.

RESPONSIBLE PUBLIC ADVOCACY

Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1. (a) Number of affiliations with trade and industry chambers/associations.

Eight

(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.

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1.	The Advertising Standards Council of India - ASCI	National
2.	Indian Beauty & Hygiene Association - IBHA	National
3.	The Associated Chambers of Commerce and Industry of India - ASSOCHAM	National
4.	American Chamber of Commerce in India - AMCHAM	National
5.	Confederation of Indian Industry - CII WESTERN REGION	National
6.	Federation of Indian Chambers of Commerce and Industry - FICCI	National
7.	Bombay Chamber of Commerce and Industry - BCCI	State
8.	Ayurvedic Drug Manufacturer's Association - ADMA	National



Business Responsibility and Sustainability Report (Contd.)

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

Name of authority	Brief of the case	Corrective action taken
Nil		

Leadership Indicators

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

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
Through the membership of trade and industry associations, Colgate has represented for development of regulations in order to ensure good governance and economic reforms	The Company, from time to time, engages with the aforementioned associations	Information of associations is provided in this Report	Nil	Nil

Inclusive & Equitable Development

Principle 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year:

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
Water program for communities in rural/tribal villages in Amravati, Maharashtra	-	-	Yes Agency Name: SoulAce	The results are available on the Company's website	https://www.colgateinvestors.co.in/shareholder-information/2021-22/
Water Augmentation for Livelihood & Women Empowerment in rural/tribal villages in Udaipur and Rajasthan	-	-	Yes Agency Name: SoulAce		
Keep India Smiling Scholarship & Mentorship Program-PAN India	-	-	Yes Agency Name: CRISIL		

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

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 ₹)
Nil				

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

In cooperation with implementing partners, the Company follows an extensive process of community engagement as a regular practice. There is a robust structure/format in place to record all critical stakeholder meetings between CSR representatives and teams along with NGOs and communities. During annual program review, community meetings and focused group discussions are undertaken to gauge impacts, strengths, challenges, and scope for improvements, among others.

Business Responsibility and Sustainability Report (Contd.)

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

	FY 2021-22	FY 2020-21
Directly sourced from MSMEs/small producers	7.43%	7.17%
Sourced directly from within the district and neighboring districts	35%	35%

Note: Mainly entire packaging material is being sourced from vendors located near Company's plants

Leadership Indicators

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

Details of negative social impact identified	Corrective Actions Taken
No negative impacts have been identified	

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

No

b. From which marginalized /vulnerable groups do you procure?

MSME and Small-Scale Suppliers

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

~7.0% of total spends from MSMEs

3. 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:

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

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

Name of authority	Brief of the Case	Corrective action taken
Nil		

5. Details of beneficiaries of CSR Projects:

CSR Projects	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Access to Water, Water Augmentation for Livelihoods & Women Empowerment	Over 44,000	Through its diverse programs, the Company plans to reach larger number of beneficiaries belonging from vulnerable and marginalized groups. Currently, more than 95% of the beneficiaries include children, youth, women and men belonging from tribal, rural, semi urban and urban communities who are economically marginalized and underserved. The Company also has initiatives in areas with lack of access to natural resources like water.
Help Young People in Our Communities Thrive	Over 2,500	
Oral Health Elevation	7.3 mn in FY 2019-20 Till date 178 mn (since inception 1976)	

CONSUMER WELLBEING

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

Essential Indicators

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

Colgate ensures that the voice of all consumers is heard in an efficient and timely manner. All customers are provided with several communication platforms for raising grievance and engaging with the Company including social media channels and contact details (phone number and email address) on the product label. The Company has a dedicated



Business Responsibility and Sustainability Report (Contd.)

and trained team which interacts with consumers (inquiries, complaints and suggestions) to ensure all interactions are documented in the Complaint Data Management System. Any instance of consumer dissatisfaction is further handled in accordance with the Company's consumer satisfaction policy.

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

Colgate envisions to solve various oral health care problems in a responsible manner. This commitment is reflected through all the Company's products.

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

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

	FY 2021-22		Remarks	FY 2020-21		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	-	In the regular course of business, the Company receives and resolves all consumer queries in a timely manner. Currently, there is no litigation initiated in respect of the identified matters.	Nil	-	
Advertising	Nil	-		2	-	
Cyber-security	Nil	-		Nil	-	
Delivery of essential services	Nil	-		Nil	-	
Restrictive Trade Practices	Nil	-		Nil	-	
Unfair Trade Practices	Nil	-		Nil	-	
Other	Nil	-		Nil	-	

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

	Number	Reasons for Recall
Voluntary Recalls	Nil	-
Forced Recalls	Nil	-

5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No)

Yes, the Company has a global cyber security policy which is internally available to all employees. The policy charts a clear escalation process which employees can follow in case of suspicious behaviours.

Safeguarding customer privacy is also a top-most priority of the Company as reflected in the consumer privacy policy. Under this policy, responsible practices pertaining to customer data, their rights and privacy mechanisms are highlighted.

If available, provide a web-link of the policy.

<https://www.colgatepalmolive.co.in/legal-privacy-policy>

This policy is implemented to protect the privacy of the Company's customers and consumers.

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.

N.A.

Business Responsibility and Sustainability Report (Contd.)

Leadership Indicators

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

Information regarding all products of Colgate is available on the Company's website and can be accessed at www.colgate.com/en-in. Additionally, the Company disseminates product information on several social media channels and e-commerce platforms.

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

The Company ensures safe and responsible usage of the products through informative labelling. The packaging provides information regarding safe usage and disposal for majority of products including tubes, cartons, brush packets, bottle labels, among others. Details and symbols regarding recycling and save water initiative are also part of the Company's labelling and packaging initiatives. Additionally, product information is also available on the Company website and e-commerce sites.

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

In case of any adverse scenario, the Company can utilize mass media tools such as live TV, radio, print, social media handles, e-commerce pages, and brand store for communication. Additionally, the Company can send out emailers and SMSes to consumers who have opted for regular communication from Colgate.

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.

Yes, the Company proactively provides details regarding the usage directions including quantity to be used and age limits which are currently not mandated by the law.

5. 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, Colgate continues to deploy an ongoing annual consumer satisfaction survey in collaboration with the services of an independent provider. The scores of the surveys are analyzed for identifying areas of improvement. This feedback provides valuable insights into improving processes, systems, and employee skill capacity. The Company has also implemented a follow-up monitoring mechanism to ensure corrective actions are undertaken in an efficient manner.

6. Provide the following information relating to data breaches:

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

Nil

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

Nil

For Colgate-Palmolive (India) Limited

Surender Sharma
Whole-time Director-
Legal & Company Secretary
(DIN : 02731373)

M.S. Jacob
Whole-time Director
& CFO
(DIN : 07645510)

Place: Mumbai
Date: May 26, 2022