

# **BUSINESS RESPONSIBILITY REPORT 2014**

**Nestlé India Limited**

# Business Responsibility Report 2014

## (1.1) Commitment to Responsible Business

### (A) Introduction

Nestlé India Limited ('the Company'), is part of the Nestlé group, the leading Nutrition, Health and Wellness Company. The Company aims to enhance the quality of life in the community, through its focus on Nutrition, Water, Rural development and environmental sustainability. As a responsible organisation, the Company is committed to environmental and social sustainability, through all its operations, while complying with applicable laws, international standards and Nestlé Corporate Business Principles.

The dedication of the Company to improve the nutritional profile of its food and beverages, its access to the Nestlé Group's proprietary technology, brands, expertise and extensive research and development facilities gives the Company a distinct advantage. This helps the Company provide consumers with the best tasting, nutritious choices in a wide range of food and beverage categories along with the information and services to enable correct choices.

The Company has a nationwide presence with eight manufacturing units located in the States of Goa, Haryana, Himachal Pradesh, Karnataka, Punjab, Tamil Nadu and Uttarakhand and four sales offices at Chennai, Delhi, Mumbai and Kolkata.

The Company insists on honesty, integrity and fairness in all aspects of its business and expects the same in its relationships. This has earned the Company the trust and respect of every stakeholder that it comes in contact with and it has been acknowledged amongst India's most respected companies and amongst the top wealth creators of India.

### (B) Reporting

This Business Responsibility Report (BRR) is aligned to the 'National Voluntary Guidelines (NVGs) on the Social, Environmental and Economic Responsibilities of Business' issued by the Ministry of Corporate Affairs along with the

requirements of Clause 55 of the Listing Agreement with the Stock Exchange. The Policies of the Company have been framed keeping in view its commitment in achieving the social, environment and economic goals of the organisation. These Policies have been derived and adopted from the Nestlé Group's global policies and are aligned as per the Indian scenario, to safeguard the interest of all its stakeholders.

### (1.2) "Saanjhapan"



The Company believes that for business to prosper over the long term, society must also benefit simultaneously. The Company calls this globally aligned approach "Creating Shared Value" (CSV) or "Saanjhapan". With a large part of India's population affected by the double burden of malnutrition, exacerbated water scarcity issues and its impact on availability of drinking water, food security and agricultural vulnerability, the Company focuses its activities on the following areas:

**Nutrition:** Tackling the complex and far reaching nutrition challenges of the country requires a concerted effort between the public and private sector. The Company aims to be a part of the solution by providing products that deliver nutritional benefits to consumers and by making the Company's products more affordable and accessible through innovation.

**Water and Sanitation:** Water use has been growing at twice the rate of population increase in the last century. The long term success of the Company depends on effective water stewardship. The Company does this by advocating for the protection of scarce water resources, using water more efficiently and providing access to water and sanitation within its operations.

**Rural Development:** With agriculture in India characterised by smallholder farmers, vulnerable to seasonal and financial fluctuations, supporting

the sustainable development of farmers is a focus area for the Company.

Business will thrive and society will benefit if business can develop products and services that meet societal needs, use resources more efficiently across the entire value chain and improve the conditions for local economic and social development.

#### (A) Stakeholders Engagement

The Company builds trust through productive relationships and fosters working partnerships. It considers stakeholders both internal and external as integral to its business. The Company's stakeholders include the following groups:

- Academia
- Communities
- Consumers and general public
- Customers
- Employees
- Governments
- Industry and trade associations
- Inter-governmental organisations
- Non-governmental organisations
- Reporting agencies
- Shareholders and the financial community
- Suppliers (including farmer community)

The Company also engages with policy makers and regulators not only to better understand the landscape within the area of its operations but also to contribute to active policy making by harmonisation of processes for science based regulations and sharing experiences and issues from its operations. The food processing industry requires constant interaction with the local communities and the Company firmly believes in a shared path to prosperity and social progress. Besides this, the Company also engages with Key Opinion Leaders, Non-Governmental Organisations and Academia to benefit from different strains of thoughts and functional areas of expertise.

The Company interacts with stakeholders on a regular basis through day to day working with local communities, trade associations, consumer surveys and feedback and stakeholder convenings. The Company continues to engage with government, business and civil society leaders, along with stakeholders across its value chain to delve into and discuss the role of business in society and how cross sectoral partnerships can address societal needs.

The Company established the Nestlé Council for Nutrition Advisory in Jan 2013. This Council includes eminent professionals from the field of Nutrition and administration. The Council meets periodically to advice on the Company's nutrition strategy and review its efforts relating to products and programmes. The members of the Nestlé Council for Nutrition Advisory include:



Ashok Sinha is the Former Secretary, Ministry of Food Processing Industries. He is an IAS Officer of 1975 batch belonging to Maharashtra cadre.

He is a Post Graduate in Physics and also holds a Masters degree in Financial Management from Jamnalal Bajaj Institute of Management Studies Mumbai. He has been actively associated with Child Nutrition in the Department of Women & Child Development, Government of India.



Dr. B. Sesikeran is the former director of the National Institute of Nutrition. He completed his MBBS (1975) from Stanley Medical College Madras University MD (1983),

Pathology, Gandhi Medical College, Osmania University, Hyderabad. He has had a distinguished Research Career at the National Institute of Nutrition starting as Assistant Research Officer in 1977 to taking charge as the Director in April 2006 where he grew with the organisation holding key positions during his tenure with NIN.



Rekha Sharma is the Country Representative and Director, International Confederation of Dietetic Associations (ICDA), President of the Diabetes Foundation (INDIA) and Director,

Clinical Nutrition and Dietetics. She has more than 30 years of experience in the field of Nutrition and Dietetics and more than 90 publications in National and International Journals.



Dr. Seema Puri, PhD is Associate Professor in Nutrition at Institute of Home Economics, University of Delhi with over 30 years of teaching and research experience. She has several

publications in peer reviewed journals and books to her credit. She is presently the National Vice President of the Indian Dietetic Association.

The Company continued to actively engage with a diverse group of Key opinion leaders in 2014, to understand how the food industry can be more effective in addressing issues arising from the double burden of malnutrition. These convenings included top level management from Nestlé Group and the Company along with external stakeholders in the field of nutrition.

In addition to engaging with thought leaders, the Company works with farmers, suppliers, health professionals and the community in which it operates, to improve, inter alia, productivity and quality of produce and creating awareness regarding water and nutrition.

The Company receives support from Nestlé Group for engaging with various global and national networks for furthering its initiatives in the society, such as: World Business Council for Sustainable Development, The Common Code for the Coffee Community; The Round Table on Sustainable Palm Oil which are multi-stakeholder collaborations; the Water Resource Group and the International Water Management Institute. The Company engages with the Government on skill development, Fiscal issues, etc.

As a result of regular and extensive stakeholder engagement for decades, the Company's

business operations have evolved, balancing business priorities and responsibility towards economic, environmental and social sustainability. Therefore, the Company's operational strategy rests on product quality, operational sustainability, employee engagement and community well-being. The Company is focused on setting ambitious goals, following a determined approach to meeting them and creating value for shareholders, society and the environment as a whole.

## **(B) Nestlé Corporate Business Principles**

The ten Nestlé Corporate Business Principles form the basis of Nestlé's culture, which has developed over more than 100 years. They uphold the Company's enduring belief that to achieve long-term success for the shareholders the Company must comply with all applicable legal requirements and international norms, ensure that the activities are environmentally sustainable and create significant value for society.

The ten principles are implemented through the relevant codes, policies, processes and tools developed to ensure that they are practiced across the Company every single day.

Compliance with the Corporate Business Principles is non-negotiable for all employees.

The Company monitors their application, audits their effectiveness and acts swiftly if they are contravened. The ten principles of business operation – outlined below – provide the foundations for the Company's work in the society and are addressed throughout this Report.

### **(2.1) Operations**

#### **(2.1.1) The Way the Company does Business**

##### **(A) Internal Principles**

The Company's reputation is one of its most important assets and its employees are committed towards ensuring integrity, honesty, fair dealing and full compliance to applicable laws in all operations.

Significant documents from the Nestlé Group, which define the standard of behaviour of the Company, are Nestlé Corporate Business

Principles, Nestlé Management and Leadership Principles and the Nestlé Code of Business Conduct. Nestlé India's business objective and that of its management and employees is to manufacture and market the Company's products in such a way as to create value that can be sustained over the long-term for consumers, shareholders, employees, business partners and the national economy. The Directors and senior management of the Company also affirm compliance to the Nestlé India Code of Business Conduct on an annual basis, and the Annual Report of the Company carries a declaration to this effect.

In addition to these internal principles, the Company seeks to ensure that all its suppliers conform to the Nestlé Supplier Code, which also governs the Company's supplier selection procedure.

The Nestlé India Code of Business Conduct includes policy on ethics, bribery and corruption covering the Company and all its vendors, contractors and associates. During 2014, no stakeholders' complaints were received by the Company under the Code of Business Conduct.

The Company's corporate commitments include number of commitments towards human rights. In 2010, Nestlé Group recognised its responsibility to respect human rights by incorporating the UN Guiding Principles on Business and Human Rights (UNGPs) in the Nestlé Corporate Business Principles. These are adopted in the Company's policies such as Nestlé Supplier Code, Policy on Conditions of Work and Environment, and the Nestlé Employee Relations Policy.

The Nestlé Corporate Business Principles, including principles of human rights in business activities, are distributed to and adhered to by all employees and extend to suppliers/contractors and associates. During 2014, no stakeholders' complaints with regard to human rights were received by the Company.

#### **(B) Governance**

The Company's Board of Directors comprises of nine directors, out of which five are independent directors. To deal with different matters of importance, the Board of Directors have

constituted Committees of Directors including the Corporate Governance and Social Responsibility Committee which has been authorised by the Board of Directors to monitor Corporate Social Responsibility including review of the Business Responsibility requirements, from time to time and its annual reporting.

The lean and decentralised organisational structure of the Company assures operational agility, socio-economic and environmental responsibility, with strong focus on results and protecting stakeholder interests. The Company encourages open communication by all stakeholders.

During the year 2014, the Company did not receive any stakeholder complaints with regard to unethical or unfair trade practices, irresponsible advertising and/or anti-competitive behaviour, which are pending as at the end of financial year.

#### **(C) Public Policy and Engagements**

The Company engages with government, regulatory authorities and relevant public bodies for the development of public policies in keeping with the Company's work in Society, sustainability and compliance commitments. The Company ensures transparency in such engagements. Through the Company's membership in important industry associations like the Federation of Indian Chambers of Commerce and Industry (FICCI), Confederation of Indian Industry (CII), All India Food Processors Association (AIFPA), PHD Chamber of Commerce and Industry (PHDCCI) and the Associated Chambers of Commerce and Industry in India (ASSOCHAM), the Company plays a role in policy development and implementation.

The Company engages with Government and Food Authorities to establish science-based regulations for protecting the health of consumers and ensuring fair practices in food trade and with the food authority for harmonisation of Indian food regulations with the Codex Alimentarius. The Company believes that food regulations dealing with standards like labelling and claims should be developed based on scientific knowledge and in line with the international regulatory environment e.g. CODEX. The Company

also participates in development initiatives which would enable the Food Processing sector to contribute more to the economy.

### (2.1.2) Reducing the Footprint of Operations

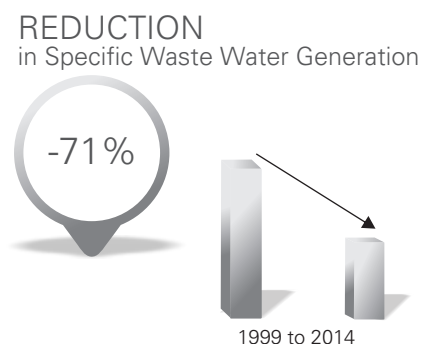
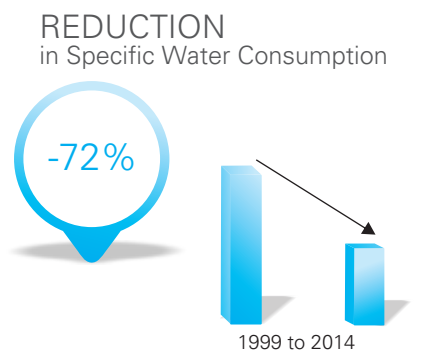
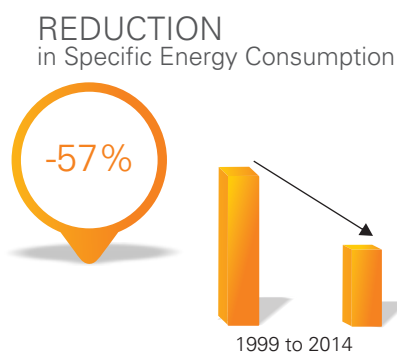
The Company identifies and assesses potential environmental risks and addresses issues of environmental sustainability and climate change. The Environmental Policy of the Company extends to all its operations. Initiatives are taken to create sustainability in the value chain by improving productivity while minimising the consumption of natural resources and reducing waste and emissions. The Company has a dedicated Safety, Health and Environment (SHE) team which plans, monitors and controls all key initiatives.

During 2014, the Company stepped up its efforts to reduce carbon emissions using scientific tools for improving chain of transportation, distribution and logistics. The Company focused on loadability improvement for containers, increased transportation through rail movement and started trails for sea movement.

#### (A) Environmental Performance

The Company developed a series of Environmental Performance Indicators (EPIs) in 1997 to monitor its efforts for sustainable use of natural resources in manufacturing operations. EPIs allow measurement of performance, consolidation of data, benchmarking of best practices and reporting. As part of the EPI system, both process inputs and outputs are measured in line with ISO 14031 requirements.

During the period from 1999 to 2014, for every tonne of production, the Company has reduced the usage of energy by around 57%, water usage by around 72%, and generation of waste water by around 71%.



The Company is committed to reducing waste to zero and full recovery of unavoidable by-products. All hazardous waste originating from the factories are disposed off in a safe manner, as per regulatory requirements. Emissions and waste generated was within the permissible regulatory limits.

No show cause notice received from the concerned pollution control authorities were pending as on the end of financial year 2014.

Through Company's various employee empowerment initiatives, the Company aims to improve productivity while preserving the environment. In 2008, the Company initiated the Total Performance Management Initiative (TPM) at one of its factory in the State of Karnataka. Total Performance Management (TPM) is a set of practices that empowers employees to improve manufacturing performance in a structured way. The Nanjangud factory is among the 11 TPM Reference factories of Nestlé Group worldwide. TPM has resulted in complete water recycling and substantial reduction in water consumption, laminate rejection and energy consumption.

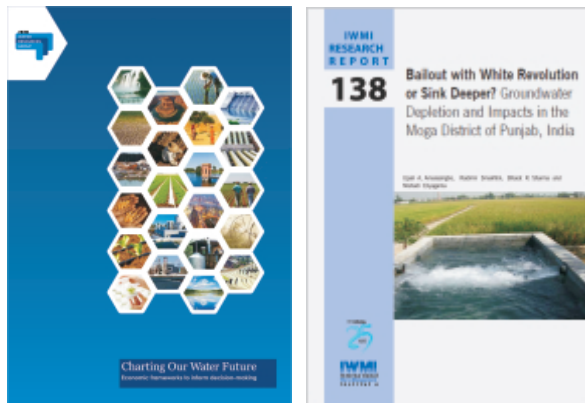
#### (B) Investment in Water Research and Awareness

The Company recognises that water availability



and quality are major Indian and global issues and is addressing these concerns through improved water usage patterns. In addition to investing in the continuous upgrading of water and energy management practices, the Company works with stakeholders on water sustainability. Some of these initiatives are highlighted hereunder:

#### 2030 Water Resource Group (WRG)



Based on the analysis of future agricultural water demands and limitation of supply by the WRG, the Company, as part of WRG, is working with the Government of Karnataka for improving water-use in the agriculture sector and to boost productivity through better use of water resources.

#### Water Awareness among farmers



The Company aims to create awareness among farmers about the importance of sustainable water use, based on the recommendations of the water foot print study conducted by the International Water Management Institute. In 2014, the Company collaborated with the Department of Agriculture, Government of Punjab to propagate sustainable water use by creating awareness about the benefits of direct seeding of paddy. The

programme provided information about the varieties and quantity of seeds, the correct time and machinery to be used for sowing seeds, frequency of irrigation, methods for identifying lack of nutrients and the methods of remediation along with the correct use of fertilisers and weedicides. The programme also created awareness by providing technical tips for direct seeding and cost savings for direct seeding. The programme reached out to about 25,000 farmers across 16 districts in Punjab. Through the NESCAFÉ Plan the Company provides technical assistance to farmers on reducing their environmental impact and helps them adopt measures to optimise water use.

#### (2.2) Products

The Company's mission of 'Good Food, Good Life' ensures its commitment to enhance lives everyday, everywhere, by providing consumers with tasty, nutritious choices in a wide range of food and beverage categories and eating occasions. Its strength lies in the capability to innovate and manufacture quality products with the proprietary technology and internationally renowned brands provided by Nestlé Group under the General Licence Agreement.

##### (2.2.1) Product Categories

The Company has a legacy of providing Indian consumers with high quality products under four major categories - Milk Products and Nutrition, Beverages, Prepared Dishes and Cooking Aids, Chocolates and Confectionary. The Nestlé brand name on the products is a promise to its consumers that it is safe for consumption, complies with regulatory standards and meets the highest standards of quality.

##### (2.2.2) Quality in Manufacturing Procedures and Product Development

All factories of the Company comply with the Nestlé Quality Management Systems and have been certified by independent and reputed external bodies as being compliant and aligned with the external Standard for Quality Systems ISO 9001 and the Food Safety Management Standard ISO 22000.

Stringent internal quality policies are adhered to,

which guide the Company in fulfilling its commitment to Nutrition, Health and Wellness, ensuring quality assurance and product safety, in addition to setting procedures for consumer communication and marketing of infant foods. As a practice, the Company assesses sensory properties such as taste, colour, odour and feel as part of the organoleptic assessments and associated physical parameters during their life cycle at regular intervals until the end of shelf life. The assessment data is collated periodically, evaluated, improvements identified and where needed, corrective action is taken.

The Company continuously carries out consumer surveys to understand consumer feedback, product satisfaction and preference while measuring consumer response and satisfaction regularly through its continuous and periodic tracking studies, covering more than 25,000 consumers through a random sampling approach among participating consumers.

### (2.2.3) Commitment to Nutrition and Health

The Company has a range of Popularly Positioned Products (PPP) fortified with micronutrients which provide nutritional value at an affordable cost. With a large proportion of India's population suffering from deficiencies in key micronutrients such as iron, zinc, iodine and vitamin A, fortifying products with micronutrients can help address deficiencies where they are most prevalent. Some examples from the Company's product range which incorporate nutritional advantages are hereunder:

- NESTLÉ a+ Nourish Milk: 2 serves per day provide 70% of Recommended Daily Allowance (RDA\*) of protein and calcium for children. (\*RDA for age 4 to 6 yrs as per ICMR, 2010).
- NESTEA Iced Tea: Every serve provides 80% of the Daily requirement\* of Vitamin C. (\*RDA for Adult Sedentary Male as per ICMR, 2010)
- MAGGI Oats Noodles: Made with wholegrain oats and real vegetables, each serve (73g) provides dietary fibre equal to 1 bowl (25g).

- MAGGI Xtra-delicious Chicken Noodles: Each serve (71g) provides 22% of Daily requirement\* of iron and 18% of Daily requirement\* of calcium. (\*RDA for Adult Sedentary Male as per ICMR, 2010)
- MAGGI Vegetable Atta Noodles: Each serve (80g) provides dietary fibre equal to 3 rotis\*.
- MAGGI Masala Noodles: Consumption of 70gms provides 10% Daily requirement\* of Protein and 18% RDA\* of Daily requirement\* of Calcium. (\*RDA for Adult Sedentary Male as per ICMR, 2010).
- MAGGI MASALA-AE-MAGIC Seasoning mix: Each serving of 2 gms provides 15% of the Daily requirement\* of Vitamin A, Iron and Iodine (\*RDA for Adult Sedentary Male as per Nutrient requirement and recommended daily allowance for Indians, ICMR 2010).
- RESOURCE Diabetic Food for special dietary use: Nutritious drink with protein and a rich source of fibre which slows down glucose absorption. It meets the American Diabetes Association recommendation\* of 14g of fibre/1000 kcal and its range of products which include RESOURCE Renal, RESOURCE Dialysis, RESOURCE Hepatic and RESOURCE High Protein, are designed for varied energy and protein requirements (\*Diabetes care 2008:31 (Suppl1): S61-78).

### (2.2.4) Product Responsibility

The Company's operations are guided by a clear charter of ethics and responsible behaviour and it complies with all relevant regulations on sourcing, production, supply, distribution, labelling and marketing of products. Some of the policies and programmes are mentioned hereunder:

#### (A) Nestlé Responsible Sourcing Programme

Being in the business of foods and beverages, maintaining a reliable and sustainable supply chain is of paramount importance. The Company chooses its suppliers through strictly laid out procedures and engages with them according to the non-negotiable minimum standards described



in the Nestlé Supplier Code. All suppliers and their sub-tier suppliers are subject to requirements of business integrity, human rights (labour standards), health & safety and sustainable environmental standards in their business activities, production processes, services provision and their own purchasing procedures, as enshrined in the Nestlé Supplier Code.

The Company minimises its footprint by sourcing fresh milk, a key raw material, from around 100,000 farmers and has preference for local procurement of raw materials. The Company works with farmer communities to ensure sustainable production in the long-term. During 2014, the Company spent about 88.7% of its total raw material procurement expenditure on indigenous products. Some of the products procured from local sources include milk and milk ingredients, vegetable oils, green coffee, wheat flour, sugar, whey powder, cocoa based raw materials, maltodextrin powder, tomato paste, lactose, liquid glucose, black tea/green leaf, rice flour and chicory.

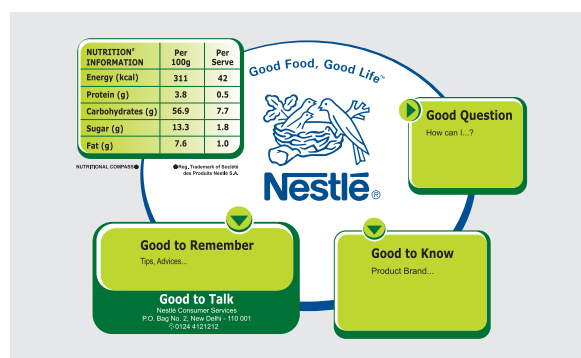
The Company follows a four step procedure to ensure supplier compliance to its policies and quality requirements, namely - supplier engagement, assessment, development and improvement. During 2010 to 2014, the Company conducted about 180 supplier responsible sourcing audits (SEDEX) to evaluate compliance on Business integrity, Human rights (labour standards), Health & safety and Sustainable environmental standards. The outcomes of these audits were to ensure collaboration, legal compliance, enhance efficiency and building stronger relationships.

### (B) Transparent Product Labelling

The Company complies with applicable product packaging and labelling requirements including declaration of appropriate method of preparation of products for safe and proper consumption. Distribution of promotional items along with products is preceded by a safety/risk evaluation by the Safety Committee of the Company. The risk evaluation reviews various aspects including correct labelling and safety of promotional products.

The Company endeavours to help consumers make well-informed, healthy food choices through clear nutrition labelling on the back of every pack in the form of the 'Nestlé Nutritional Compass'.

The 'Nestlé Nutritional Compass' on the product pack provides transparent and easy to understand nutritional information that guides the consumer in making the right food choices.



It is a trustworthy guide for consumers on their journey to Nutrition, Health and Wellness and empowers consumers to make informed choices about their diet and enjoy a more balanced life. The example shown above illustrates how each of the boxes in the 'Nestlé Nutritional Compass' help consumers make informed, healthier food choices.

The Company aims to provide consumers with nutrition information through Guideline Daily Amounts (GDA) based labels on front of pack. GDA-based labels inform consumers about the calories, sugars, fat and other nutrients in a serving of food or beverage and, how it compares to reference daily guidelines.

### (C) Marketing and Communication Activities

The Company is committed to responsible and reliable consumer communication. As per the 'Nestlé Consumer Communication Principles' the Company abides by all regulations to ensure freedom of choice and free competition while promoting and selling its products. The Company ensures that all claims including nutrient contents, fortification and nutrition claims have a sound basis, comply with applicable legislation and are easily understood by consumers.

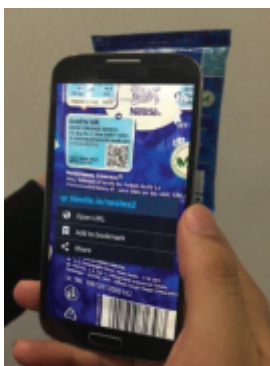
The Company is a member of the Advertising Standards Council of India (ASCI), a self-regulatory voluntary organisation of the advertising industry,

and all consumer communication complies with the ASCI Code of Conduct in advertising, and prevailing guidelines on food and nutrition claims in India.

The Company is a signatory to the India Pledge, and is committed to following the pledge for advertising on television, print, radio and social media to children under the age of 12 years in India.

Since 2011, Nestlé Group was included in the FTSE4Good responsible investment index, the only index in the world that includes strict criteria on the marketing of breast milk substitutes.

Beyond the Label: The Company enhanced labelling of products with a QR code that allows consumers to use their mobile phones to find out more about its products. On scanning the QR code on the Label, consumers can get information specific to the product under three heads, which are Nutrition, Environment and Society.



Nestlé Marathon in Kolkata: The Company was the exclusive Food and Beverage partner for the Kolkata Marathon held on 28th Dec 2014. The event aimed to encourage balanced diet and an active lifestyle. The marathon received participation from over 15,000 people including 7,000 national and international athletes. About 650 participants were counselled on leading a healthy lifestyle, including daily diet, fitness plan and diet and nutrition tips.



#### (D) Consumer Grievance Handling

Consumer trust and satisfaction is paramount to

the Company. For the purpose of seeking feedback and addressing any issue, there is a dedicated Complaint Engagement Team which acts as a one point interface between the Company and its consumers. Consumer complaints are promptly dealt with in accordance with an established procedure.

For easy access, details of Nestlé Consumer Services' touch points (i.e. Nestlé helpline number, e-mail address and postal address) are available on all packs.

During 2014, all complaints received were resolved except for two cases pending for decision before the Consumer Forum.

#### (E) Packaging Environmental Sustainability (PES)

The Company's quality procedures for product design, manufacturing and packaging ensure that high quality products are dispatched to the market for sale. To demonstrate the Company's commitment towards reduction of environmental footprint of its packaging materials, the Company incorporates labelling as per the Nestlé Policy on Environmental Sustainability and its guidelines on Packaging and Design, IS 14534:1998 (Guidelines for Recycling Plastics) and Plastic Waste (Management and Handling) Rules, 2011. The Company's labelling includes identification of the type of material so as to determine recyclability, anti-litter and recycle logos on products to remind consumers to dispose in a safe and environment friendly way, and compostable logos for proper marking as per IS/ISO 17088:2008 titled as specifications for compostable plastics. In 2014, the Company has saved 500 tonnes of packaging material through its packaging optimisation while increasing production.

#### (2.2.5) Principles-in-Action

India is among the world's largest producing countries of milk, spices, pulses and tea. The Company is aware of the need and opportunity to source more raw materials locally and has a dedicated Supplier Development Team. The Team's objectives includes less reliance on imports, supporting sustainable quality and addressing food safety issues, and creating a

wider, more flexible supply base. In 2014, the Company supported more than 50 suppliers through technical assistance, added 15 new suppliers into the system, developed 11 alternate suppliers and localised 5 raw materials.

The Company also works closely with suppliers to close safety and quality gaps and assist in the building of infrastructure and access to better technology. Some of the specific initiatives are detailed below:



#### (A) Coffee

The NESCAFÉ Plan is a Global initiative of the Nestlé Group, which was rolled out by the Company in 2012 with the inauguration of a Coffee demonstration farm in Coorg. The Company also supports farmers in conducting assessments and obtaining certification from the Common Code for the Coffee Community (4C Association). In 2012, the Company established three 4C units at Kushalnagar, Kalpetta and Mudigere. In line with the Company's ambition to make coffee farming an attractive and sustainable activity for future generations, over 1200 Coffee Farmers have been trained in NESCAFÉ Better Farming Practices and provided with technical assistance. The training sessions help the farmers to increase efficiencies in coffee productivity and quality, optimise costs and improve social and environmental impact. The coffee farmers are provided with technical assistance on eco-friendly waste collection and disposal practices in the coffee farms, adopting soil and water conservation practices and eco-friendly chemical waste water treatment units, adopting measures to use water sustainably, plant protection measures like wearing mask, gloves and plastic over coats during chemical spray and reducing the use of non-renewable energy. These

initiatives collectively help coffee farmers to better adapt to climate change and environmental challenges.

In 2014, the Company undertook a wide scientific research on soil status and components to adapt accordingly at farm level, through soil testing facilities. Farmers were given fertiliser recommendations to help them save money and increase their margin.

The Company also organised Occupational Health and Safety Programmes for coffee farmers to assess health and safety conditions to 4C. Coffee Farmers, workers and their family members were provided with free of cost health services including, first aid care and specialised check-ups on diabetes, dermatology, children health, ECG, dental care, ophthalmology, etc.

Baduvandra Laxhipathi Gowda is among the 175,000 proud Coffee farmers associated with the NESCAFÉ Plan operational across ten countries. His farm, 'Morning Mist' is located in Margodu Village, the Coorg District of Karnataka on the foothills of the Western Ghats where the NESCAFÉ Plan was launched in 2012. Read about his experience with the NESCAFÉ Plan in India.

*"My name is Baduvandra Laxhipathi Gowda. I'm 40 years old and I've been in coffee farming for over 20 years. I live with my wife, Vidhya, and our daughters Punarva, 7 years and Monal, 3 years old.*

*I've been involved with the NESCAFÉ Plan since 2012, when Nestlé Agronomists came to my farm and explained how the plan would benefit coffee farming communities. I also encouraged other farmers to participate in this programme and brought along 85 farmers for the Nestlé Better Farming Practices training sessions. We are all now a part of the NESCAFÉ Plan.*

*My farm is about six hectares and produces around 2,500 kg/ hectare of Robusta coffee annually. I also get additional income from the 600 pepper vines that I have cultivated. Through NESCAFÉ Plan, I learnt about a lot of sustainable practices and I have started implementing them. I was able to get the soil of my farm tested and now apply fertilizer based on this. I also learnt*



*about how I can better manage the plastic waste on the farm. I have invested in a rain water harvesting facility with support from Nestlé after learning more about water and soil conservation. We were also given training on improving the skills of farm labour and implementing health and safety measures for them.*

*By improving post-harvest practices such as drying coffee on plastic sheets, drying to optimum moisture levels and storing dried coffee in a proper place, I have benefited with premiums for good quality coffee over the market price.*

*The NESCAFÉ Plan has been very helpful in improving existing cultivation practices, enhancing coffee quality and protecting our environment. I feel fortunate to be associated with it as whenever I need technical assistance or information, the NESCAFÉ Plan team are available.*

*I also like the transparent method of quality based payment system followed in NESCAFÉ Plan. I have been able to better understand the quality of coffee produced in my farm and the price it fetches. Now I understand the importance of maintaining the quality. Our day to day life in coffee cultivation is affected by changes in climate and variation in coffee prices. But I am hopeful that NESCAFÉ Plan will improve my farm income in coming years and help me to play a role in environmental conservation through my efforts."*

#### (B) Palm Oil

Nestlé Group became a member of the Roundtable on Sustainable Palm Oil (RSPO) in 2009, which has developed Principles and Criteria for sustainable palm oil production. The Company is fully committed to the responsible sourcing of palm oil in its supply chain and to ensure that its suppliers comply with Nestlé's Responsible Sourcing Guideline (RSG). In order to increase traceability in the supply chain, The Forest Trust (TFT) conducted an upstream mapping for palm oil in India during 2012. Since 2013, the procurement of palm oil has been covered under Green Palm Certificate Programme. The Company will

continue to engage to proactively ensure the long-term sustainability of its palm oil supply.

#### (C) Milk

The Company collects fresh milk from around 100,000 milk farmers through over 2,300 Milk



Collection Centres across 33 districts in the States of Punjab, Haryana and Rajasthan. In addition to fresh milk collection, the Company supports dairy farm development through financial assistance, technical assistance regarding good feeding and breeding practices for cattle, mechanisation of dairy farms and veterinary services; promotes sustainable agricultural practices and farmer training and education. The Agricultural Services team at the Moga factory of the Company consists of 34 veterinary doctors. During 2014, the agri-services team of the Company organised veterinary camps which helped in providing services such as medicines at no profit no loss, milking machines, artificial insemination and nutritious cattle feed to over 37,000 farmers and provided technical assistance to over 28,000 farmers through farm visits.

#### (D) Chicory

For the Company's requirements of chicory for the coffee blends, it has been using its farmer – supplier model to locally source chicory. Through this model, the Company has extensively worked with suppliers by providing them support and assistance to in turn







For vacancies at higher levels, the Company's endeavour is to give opportunity to suitable internal talent. The Talent Assessment and Succession Planning Process of the Company helps in assessing the potential of individuals and succession planning.

### (2.3.3) Growth Opportunities

The Company encourages and supports employees to inculcate Nestlé Management and Leadership Principles to enable them to take up responsibilities and challenges early in their career. It also encourages employees to evolve through continued and consistent learning and to broaden their horizon, both nationally and internationally regardless of any consideration for origin, race, nationality, gender, religion or age.

#### (A) Training and Learning

All employees of the Company are systematically encouraged to upgrade their knowledge and skills. The responsibility of identifying learning and training requirements and delivery is shared between employees, their line managers and the Human Resources function.

During the year 2014, around 78.7% of the Company's total permanent workforce including women employees has undergone skill upgradation programmes to enhance their functional and behavioural skills, apart from the mandatory training programmes on Nestlé culture and values and induction programmes.

#### (B) Talent Development and Performance

##### Management

A High Performance culture supported by differentiated rewards and development is the key to deliver individual and business objectives of the Company. Through process tools and employee trainings the Company seeks to address these requirements.

### (2.3.4) Gender Balance and Diversity

**HarmOny** STRENGTH THROUGH DIVERSITY The Company is committed to ensuring sustainable conditions for gender balance and a diverse workforce and focused on ensuring career progression for talented women and men through a sound people planning process and on-going

coaching and mentoring.

Project 'Harmony' aims to help the Company to grow stronger through the strength of diversity at the workplace. Currently women employees' form about 7.13% of the total permanent employee base, and over 14.6% of white collar employee base. 22.9% of white collar employees hired were women during 2014.

The Company has defined policies in place to facilitate greater flexibility in work timings for women employees responsible for childcare, maternity leave and extended maternity leave.

Awareness sessions on gender balance are an integral part of new joinee induction and new manager workshops.

The Company embraces diversity and respects the personal dignity of all employees and strongly condemns discrimination on the basis of origin, nationality, religion, race, gender, age or sexual orientation. The Company does not tolerate any kind of verbal or physical harassment in this regard, and takes appropriate action to ensure a secure work environment.

### (2.3.5) Safety at the Workplace

Occupational Health and Safety is of the highest priority and of utmost importance to the Company.



The Environment, Health and Safety Management system is certified against OHSAS 18001 and ISO 14001 for all the factories of the Company. During 2011, the Company launched 'Safe by Choice', a safety engagement programme in collaboration with DuPont to improve the safety culture of the Company.

The Company's "Safety, Health and Environment Council", chaired by the Managing Director provides a strategic vision in driving towards excellence in Safety, Health and Environment. In 2014, the Company continued initiatives to improve the safety of employees and third party transporters on the road and launched Project "Suraksha" to create awareness and implement safe practices in the

milk collection process across all milk sheds and third party transporters. This included training to drivers, training to the community on road safety, provision of safety belts, installation of GPS tracking systems, regular inspections of tankers, provision of driver rest room facilities in factories and Distribution Centres and Journey Risk Assessment by IRTE (Institute of Road Traffic Education).

The Company also formalised the Health Strategy in order to improve the occupational health and well being of the employees, to help improve ergonomics at workplace. In 2014, sessions on Heart Care, Stress, Oncology and Ergonomics were conducted by health professionals for employees. The Company also provided regular safety and skill up-gradation trainings to the employees, where required. Across all employee categories, no fatalities were reported.

#### (2.3.6) Employee Volunteering Programme

The Company encourages employees to volunteer their time to help create nutrition awareness in the community. In 2014, the Company facilitated



employee engagement in helping to educate children aged 10 -17 years about the importance of good nutrition, healthy habits, hygiene and safe drinking water. As part of the programme employees spent a day interacting with children from marginalised communities and participated in the activity based learning sessions.

*"It was really great fun interacting with the kids, playing with them, and teaching them good habits through games and activities. It brought back good memories of my childhood. The kids seemed to enjoy the session and showed a lot of enthusiasm in participating in the session."*

- Lakshmanan Muralitharan, Nestlé Volunteer

#### (2.3.7) Employee Redressal

Nestlé India Code of Business Conduct is the guiding document for ensuring quick Employee Redressal in a fair and just manner.

It encourages employees of the Company to raise their concerns with the concerned line manager or HR Department in case their personal dignity, privacy or personal rights are compromised. It provides that, employees shall report any practices or actions believed to be inappropriate under the Code to their Line Managers or the appropriate members of HR or Legal function. All complaints are properly investigated and appropriate action is taken. The Company also has a Complaint Governance Protocol, under which separate team heads are appointed to handle the complaints received from employees and others for redressal and recommended actions.

#### Code Ombudsman System

Nestlé India's Code Ombudsman System allows any employee to alert the management through the Ombudsman of potential violation of the Infant Milk Substitutes Feeding Bottles and Infant Foods (Regulation of Production, Supply and Distribution) Act, 1992 and Rules thereunder (IMS Act).

The complaint once registered, is reviewed independently by the Ombudsman and the result is intimated to the employee. Employees can choose to keep their identity confidential, while filing such a complaint. All employees of the Company are periodically reminded of the Ombudsman System.

During 2014, over 500 employees were provided with specific trainings on the Company's codes and Ombudsman System. No code related complaints were received by the Ombudsman during 2014.

#### Integrity Reporting System

The Company has implemented Integrity Reporting System. An independent third party operates free phone and web based facility for all employees of the Company across all locations. During 2014, one complaint was received by the

Company and resolved. No complaint was pending at the end of the year 2014.

### (2.3.8) Sexual Harassment Redressal

*Our success is based on our people. We treat each other with respect and dignity and expect everyone to promote a sense of personal responsibility. We recruit competent and motivated people who respect our values, provide equal opportunities for their development and advancement, protect their privacy and do not tolerate any form of harassment or discrimination."*

- The Nestlé Corporate Business Principles

In line with the principle stated above, the 'Policy on Prevention of Sexual Harassment of women at workplace: Guidelines for Nestlé India Limited' intends to provide a safe and healthy work environment for women at workplace. It categorically seeks to provide protection against sexual harassment of women at workplace and for the prevention and redressal of complaints of sexual harassment and for matters related to it.

This policy has been framed in accordance with the provisions of "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013" and rules framed thereunder.

Individual Managers are responsible for ensuring that this policy is applied within their own area. HR Department has the responsibility for ensuring the maintenance, regular review and updation of the policy. Any complaints received under this policy will be handled by the Internal Complaints Committee of the respective location, as per the guidelines provided.

### (2.4) Community

It is important that the communities within the Company's sourcing districts and around its factories are progressing economically and socially. The Company strives to continuously engage with its identified stakeholders. The Company aims to bring value to the farmers and suppliers with whom it has been working over decades by providing them training and other assistance, helping them become sustainable in



the long run, by promoting education, facilities and resources they do not otherwise have access to. Some of the Company's community welfare programmes are detailed below:

#### (2.4.1) Rural Development

The Company's approach to rural development aims at ensuring prosperity for farmers and communities while respecting natural capital. The Company works at both farm and community level to help improve yields, safeguard incomes, contribute investment and make a difference to people's quality of life.

##### Village Women Dairy Development Programme

The Company recognises the important role played by women in dairy farming as the primary



caretaker of cattle and therefore has developed an education programme especially for women dairy farmers, the Village Women Dairy Development



Programme. The objective of the Programme is to empower village women engaged in dairy farming to improve quality and productivity. Women are educated regarding good feeding and breeding practices for cattle, animal care and treatment, and sustainable agricultural practices. Since the Programme started in 2006, it has reached out to over 59,800 women.

#### (2.4.3) Nestlé Start Healthy, Stay Healthy

Nestlé Start Healthy, Stay Healthy is an educational programme for mothers, in partnership with doctors, to give a healthy head start to their babies in the 1st 1000 days. It is the Company's commitment



to the 1st 1000 days given its impact on lifelong health of a baby. As part of the Nestlé Start Healthy, Stay Healthy initiative, the Company provide educational material for mothers through doctors regarding nutrition from pregnancy to toddlerhood. The Company also has a dedicated website disseminating the same information: [www.starthealthystayhealthy.in](http://www.starthealthystayhealthy.in)

In line with the Company's belief that breastfeeding is best for babies, Nestlé Start Healthy, Stay Healthy in India has actively advocated breastfeeding to mothers, would-be mothers and Health Care Professionals(HCPs) since its launch in 2010. However, Government statistics indicate 54% infants are not exclusively breastfed till 6 months. Furthermore, for children aged 4-5 months this rate drops to only about

28%. This status of breastfeeding and the impact it has on the overall nutritional status of the country, is one area that needed to be addressed with a sense of urgency and efficiency.

The Company therefore reached out to the public at large to create awareness about importance of breastfeeding. In 2014, over 900,000 people took the 'SUPER PLEDGE' to support the cause of breastfeeding.

#### (2.4.4) Nestlé Nutrition Institute

The Nestlé Nutrition Institute (NNI) disseminates science-based information and education with health professionals, scientists and nutrition communities in order to create awareness on nutrition science and build capabilities amongst the scientific community on Nutrition. In 2014, NNI conducted more than 2000 scientific conferences on a variety of nutrition topics, contributing to nutrition education and knowledge sharing activities for over 50,000 health care professionals.



## Business Responsibility Parameter Index

Sr. No.	Section A: General Information about the Company	
1	Corporate Identity Number (CIN) of the Company	L15202DL1959PLC003786
2	Name of the Company	NESTLÉ INDIA LIMITED
3	Registered address	M-5A CONNAUGHT CIRCUS, NEW DELHI-110001
4	Website	www.nestle.in
5	E-mail id	investor@in.nestle.com
6	Financial Year reported	31-12-2014
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	Food Processing Industry (covered under various codes as specified under NIC 1987 covering food products)
8	List three key products/services that the Company manufactures/provides (as in balance sheet)	1. Preparation for infant use (ITC Code: 19.01.0000) 2. Noodles (ITC Code: 19.02.0000) 3. Soluble Coffees, Coffee blends and Tea (ITC Code: 21.01.0000)
9	Total number of locations where business activity is undertaken by the Company :	Please also refer to Corporate Information page of the Annual Report 2014
	i. Number of International Locations (Provide details of major 5)	Turkey, Bangladesh, Nepal, Bhutan and Russia
	ii. Number of National Locations	8 Manufacturing locations, 4 sales branches, Head office and nation-wide sales and distribution network
10	Markets served by the Company – Local/State/National/International	All India and over 35 international markets

Sr. No.	Section B: Financial Details of the Company	₹ in Millions
1	Paid up Capital	964.2
2	Total Turnover	98,062.7
3	Total profit after taxes	11,846.9
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	Total spending on CSR are detailed in the Annual Report of CSR Activities, ANNEXURE - 3 to the Directors' Report. Total spending on Creating Shared Value (CSV) as a percentage of profit after tax: 1.43% (Based on broad estimates)
5	List of activities in which expenditure in 4 above has been incurred:-	List of CSR activities is detailed in the Annual Report of CSR Activities, ANNEXURE - 3 to the Directors' Report.  The list of activities for which CSV expenditure has been incurred includes: a) Rural Development initiatives b) Nutrition Awareness c) Dissemination of Scientific and Nutrition knowledge





2	Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)									
Sr. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
5	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online.*	Y	Y	Y	Y	Y	Y	Y	Y	Y
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	N	N	N	N	N	N	N	N	N

2a.	If answer to S.No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)	Not Applicable
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@ The Policies have been derived and adopted from the Nestlé Global policies and are aligned as per local requirements to safeguard the interests of all its stakeholders.

\* Notes 1 to 9 corresponding to Principles 1 to 9

#### Principle 1

1. <http://www.nestle.in/investors>
2. [http://www.nestle.com/asset-library/documents/library/documents/corporate\\_governance/corporate-business-principles-en.pdf](http://www.nestle.com/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf)
3. <http://www.nestle.com/csv/human-rights-compliance/corruption-bribery>

#### Principle 2

1. <http://www.nestle.com/aboutus/suppliers>
2. <http://www.nestle.com/aboutus/quality-and-safety>
3. [http://www.nestle.com/assetlibrary/documents/library/documents/corporate\\_social\\_responsibility/nestle-responsible-sourcing-guidelines.pdf](http://www.nestle.com/assetlibrary/documents/library/documents/corporate_social_responsibility/nestle-responsible-sourcing-guidelines.pdf)
4. <http://www.nestle.com/csv/environmental-sustainability/climate-change>
5. <http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing/deforestation>

6. <http://www.nestle.com/csv/rural-development-responsible-sourcing/nescafe-plan>
7. <http://www.nestle.com/asset-library/documents/library/documents/suppliers/supplier-code-english.pdf>
8. <http://www.nestle.com/csv/rural-development-responsible-sourcing/responsible-sourcing>
9. <http://www.nestle.com/csv/rural-development-responsible-sourcing/rural-development-framework>
10. [http://www.nestle.com/asset-library/Documents/Library/Documents/Corporate\\_Social\\_Responsibility/Nestle-Commitment-Rural-Development.pdf](http://www.nestle.com/asset-library/Documents/Library/Documents/Corporate_Social_Responsibility/Nestle-Commitment-Rural-Development.pdf)

#### Principle 3

1. [http://www.nestle.com/asset-library/documents/library/documents/about\\_us/policy-on-safety-and-health-at-work.pdf](http://www.nestle.com/asset-library/documents/library/documents/about_us/policy-on-safety-and-health-at-work.pdf)
2. <http://www.nestle.com/asset-library/documents/library/documents/people/management-leadership-principles-en.pdf>
3. <http://www.nestle.com/asset-library/documents/library/documents/people/employee-relations-policy-en.pdf>

#### Principle 4

1. <http://www.nestle.com/csv/water/policy-stewardship>
2. <http://www.nestle.com/csv/what-is-csv/stakeholder-engagement>
3. <http://www.nestle.in/csv/saanjhapan>

#### Principle 5

1. <http://www.nestle.com/csv/human-rights-compliance>
2. [http://www.nestle.com/asset-library/documents/library/documents/corporate\\_social\\_responsibility/nestle-hria-white-paper.pdf](http://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/nestle-hria-white-paper.pdf)

#### Principle 6

1. <http://www.nestle.com/csv/environmental-sustainability>
2. [http://www.nestle.com/asset-library/documents/library/documents/environmental\\_sustainability/nestl%C3%A9%20policy%20on%20environmental%20sustainability.pdf](http://www.nestle.com/asset-library/documents/library/documents/environmental_sustainability/nestl%C3%A9%20policy%20on%20environmental%20sustainability.pdf)

#### Principle 7

1. [http://www.nestle.com/asset-library/documents/library/documents/corporate\\_social\\_responsibility/the\\_nestl%C3%A9\\_policy\\_on\\_transparent\\_interaction\\_wirh\\_authorities\\_and%20organisations.pdf](http://www.nestle.com/asset-library/documents/library/documents/corporate_social_responsibility/the_nestl%C3%A9_policy_on_transparent_interaction_wirh_authorities_and%20organisations.pdf)
2. <http://www.nestle.com/csv/what-is-csv/public-policy>
3. <http://www.nestle.com/csv/what-is-csv/partnerships-alliances>

#### Principle 8

1. <http://www.nestle.com/asset-library/documents/library/documents/people/management-leadership-principles-en.pdf>

#### Principle 9

1. [http://www.nestle.com/asset-library/documents/library/documents/about\\_us/communication-principles.pdf](http://www.nestle.com/asset-library/documents/library/documents/about_us/communication-principles.pdf)
2. <http://www.nestle.in/nhw/understanding-food-labels>
3. [http://www.nestle.com/asset-library/documents/creating%20shared%20value/nutrition/nestle\\_policy\\_who\\_code\\_en\\_2011.pdf](http://www.nestle.com/asset-library/documents/creating%20shared%20value/nutrition/nestle_policy_who_code_en_2011.pdf)

3. Governance related to BR		
1.	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.	The Board/Committee will review the BR performance atleast annually.
2.	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?	Yes, BRR 2014, which is available on the website of the Company <a href="http://www.nestle.in">www.nestle.in</a> , forms part of the Annual Report.

S.No.	Section E: Principle-wise performance		
<b>Principles/Particulars</b>			
<b>Principle 1- Ethics, Transparency and Accountability</b>			
		Reference	Page No.
1.	Policy relating to ethics, bribery and corruption and its coverage.	BRR	3,4
2.	Details of stakeholder complaints, if any.	BRR	4
<b>Principle 2- Product Life Cycle Sustainability</b>			
1.	Details of products whose design/labels incorporate social or environmental concerns, risks and/or opportunities.	BRR	6,7,8
2.	Details in respect of reduction of usage of resources such as energy, water, raw materials.	BRR/AR	5,6 / 27,28
3.	Procedure adopted for sustainable sourcing and percentage of inputs sourced sustainably.	BRR	7,8, 9, 10, 11
4.	Procurement of goods and services from local and small producers, including communities surrounding its area of operations and steps taken to improve their capacity and capability.	BRR	7, 8, 9, 10, 11, 15
5.	Product and Waste recycling mechanism.	BRR/AR	5/ 27
<b>Principle 3- Employees' Well Being</b>			
1.	Details of employees- permanent/contractual/women employees and permanent employees with disabilities.	BRR	11,12
2.	Employee association/s recognized by management.	BRR	12
3.	Membership of permanent employees of the recognized employee association/s.	BRR	12
4.	Details of complaints relating to child labour, forced labour, involuntary labour and sexual harassment.	BRR	12
5.	Safety and skill up-gradation training provided to the employees.	BRR	12,13,14

Principle 4 - Stakeholder Engagements			
1.	Stakeholders mapping.	BRR	2,3
2.	Identification of the disadvantaged, vulnerable and marginalized stakeholders.	BRR	2,3,15
3.	Initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders.	BRR	9,10,11,15
Principle 5 - Human Rights			
1.	Policy on human rights and its coverage.	BRR	3,4
2.	Details of stakeholder complaints, if any.	BRR	4
Principle 6 - Environment			
1.	Policy on environment sustainability and its coverage.	BRR	5,6
2.	Initiatives taken to address global environmental issues such as climate change, global warming, etc.	BRR	5,6
3.	Identification and assessment of potential environmental risks.	BRR	5,6
4.	Details of projects related to Clean Development Mechanism.	AR	76
5.	Initiatives undertaken on clean technology, energy efficiency, renewable energy, etc.	AR	76
6.	Compliance with the applicable Emissions/Waste generation norms.	BRR	5
7.	Show cause/ legal notices, if any, received from concerned pollution control authorities.	BRR	5
Principle 7 - Policy Advocacy			
1.	Membership of trade and chamber or association.	BRR	4,5
2.	Policy advocacy through above associations for the advancement or improvement of public good.	BRR	4,5
Principle 8 - Inclusive Growth			
1.	Specified programmes/initiatives/projects in pursuit of the policy related to inclusive growth and equitable development.	BRR	9,10,11,15
2.	Details of programmes/projects undertaken in-house and/or through third parties.	BRR	9,10,11,15
3.	Impact assessment of programme/initiative undertaken.	BRR	9,10,11,15
4.	Company's contribution to community development programme/projects, in monetary terms.	BRR	
5.	Steps taken to ensure successful adoption of the development initiatives by the community.	BRR	9,10,11
Principle 9 - Customer/Consumer Value			
1.	Details of customer complaints/consumer cases, if any.	BRR	9
2.	Displaying of product related information on the product label, over and above mandated by applicable laws.	BRR	8,9
3.	Details of cases, if any, filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour.	BRR	4
4.	Details of consumer survey/ consumer satisfaction trends.	BRR	6