Ref: SEC/ SE/ 2020-21
Date: 05.08.2020

Scrip Symbol: NSE – DABUR, BSE Scrip Code- 500096

Corporate Relation Department
BSE Ltd.
Phiroze Jeejeebhoy Towers
Dalal Street,
Mumbai – 400 001.

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

Sub: Submission of Annual Report 2019-20 (including Notice of 45th Annual General Meeting) and Business Responsibility Report 2019-20

Dear Sir,

This is further to our letter dated 30th July, 2020 wherein it was informed that the Annual General Meeting (AGM) of the Company is scheduled to be held on 3rd September, 2020.

In terms of Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith Annual Report of the Company including the Business Responsibility Report for the financial year 2019-20 and the Notice of AGM.

The Annual Report for the financial year 2019-20 including Notice of AGM is being sent to the shareholders electronically who have registered their email IDs. The same is also available on the Company's website at www.dabur.com.

Brief details of AGM are as under:

Date & Time	3rd September, 2020; 3.00 p.m. IST
Mode	Video Conference / Other Audio-Visual Means
Cut-off date	27th August, 2020
e-voting start date & time	31st August, 2020, 9.00 a.m. IST
e-voting end date & time	2nd September, 2020, 5.00 p.m. IST
Website for e-voting	https://evoting.karvy.com/
Website for attending the AGM	https://emeetings.kfintech.com/

Thanking you.

Yours faithfully
For **DABUR INDIA LIMITED**

(A K Jain)
E V P (Finance) & Company Secretary

Business Responsibility Report : As Mandated by SEBI

FY 2019-2020

ABOUT DABUR

Dabur India Limited is a leading Indian consumer goods company with interests in Hair Care, Oral Care, Skin Care, Health Care, Home Care and Foods. From its humble beginnings in the bylanes of Calcutta way back in 1884 as an Ayurvedic medicines company, Dabur has come a long way today to become a leading consumer products manufacturer in India and it has been dedicated to providing nature-based solutions for a healthy and holistic lifestyle.

Through our comprehensive range of products, we touch the lives of all consumers, in all age groups, across all social boundaries. And this legacy has helped us develop a bond of trust with our consumers. That guarantees you the best in all products carrying the Dabur name.

ABOUT THIS REPORT

The Securities and Exchange Board of India (SEBI) as per its Listing Obligation and Disclosure Requirement Regulations, 2015 has mandated the inclusion of a "Business Responsibility Report" (BRR) as part of company's Annual Report for top 500 listed entities based on market capitalisation at the Bombay Stock Exchange (BSE) and the National Stock Exchange (NSE). The reporting framework is based on the 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs)' released by the Ministry of Corporate Affairs, Government of India, in July 2011, which contains 9 Principles and Core Elements for each of the those 9 Principles. Following is the seventh Business Responsibility Report of Dabur which is based on the format suggested by SEBI.

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1. **Corporate Identity Number (CIN) of the Company**

   L24230DL1975PLC007908

2. **Name of the Company**

   Dabur India Limited

3. **Registered address**

   8/3, Asaf Ali Road, New Delhi 110002

4. **Website**

   www.dabur.com

5. **E-mail id**

   investors@dabur.com

6. **Financial Year reported**

   2019-20

7. **Sector(s) that the Company is engaged in (industrial activity code-wise):**

   Dabur is a Fast-Moving Consumer Goods (FMCG) company and operates in key consumer product categories like hair care, oral care, health care, skin care, home care & foods. Our product portfolio includes nearly 400 trusted products spread across 21 categories and over 1,000 SKUs.

   Principle product categories of the company with ITC code are:

Product Description	ITC Code No.
Fruit Juice	20099000
Ayurvedic Medicines	30049011
Hair Oils	33059011
Tooth paste and powder	33061010

8. List three key products/services that the Company manufactures/provides (as in balance sheet):

Dabur's product portfolio can be broadly categorised into:

- Health care products
- Home & personal care products
- Foods consisting of fruit-based beverages and culinary pastes business

Health care products include health supplements, digestives, honey, over-the-counter (OTC) products, and ayurvedic ethicals. Home and personal care products include products for hair care, skin & body care, oral care and home care.

Some of our leading brands include Dabur *Chyawanprash*, Dabur Honey, Dabur *Amla*, Dabur Red tooth Paste and *'Real'* range of fruit juices.

9. Total number of locations where business activity is undertaken by the Company

a) Number of International Locations (Provide details of major 5)

Detail of Dabur's international business , through its overseas subsidiaries, is given below:

S.No.	Key geographies by total overseas sales	Major products/categories
1	Middle East - Kingdom of Saudi Arabia (KSA) and United Arab Emirates (UAE)	Hair oils, hair creams, Vatika styling hair gels, shampoos (Vatika shampoo) and toothpastes
2	Africa - Egypt, Nigeria and South Africa	Hair oils, hair creams, conditioning and treatment products and toothpastes
3	Asia (ex-India) - Nepal, Bangladesh, Sri Lanka and Pakistan	Foods, hair oils, shampoos, digestives and home care
4	U.S.A.	Specialised hair care products - relaxer kits, hair conditioners, moisturizers, shampoos and gels
5	Turkey	Shampoos, hair conditioner, body wash and baby care

Major international manufacturing locations include Nepal, Bangladesh, UAE, Nigeria, Egypt, Turkey and Sri Lanka

B) Number of National Location

Dabur has manufacturing plants at 11 locations across the country.

State/Union Territory	Location
Himachal Pradesh	Baddi
Uttarakhand	Pantnagar
Uttar Pradesh	Ghaziabad
Jammu & Kashmir	Jammu
Rajasthan	Alwar, Newai
Madhya Pradesh	Katni, Pithampur
West Bengal	Narendrapur
Dadra and Nagar Haveli	Silvassa
Assam	Tejpur

Dabur's regional offices are situated at Ghaziabad, Mumbai, Hyderabad, Kolkata

10. Markets served by the Company – Local/State/National/International

Dabur has a global footprint and serves both National and International markets.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. Paid up Capital (INR)

176.71 crore

2. Total Turnover (INR)

6,586.70 crore

3. **Total profit after taxes (INR)**

   1,170.35 crore

4. **Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)**

   2% of PAT for FY 2019-20

   Total CSR expenditure is 2% of average net profits (before tax) of the company made during the three immediately preceding financial years

5. **List of activities in which expenditure in 4 above has been incurred.**

   Eradicating Hunger, Poverty and Malnutrition

   Promoting Health Care Including Preventive Healthcare

   Ensuring Environmental Sustainability

   Promotion of Education including special education

   Providing Employment Generating Vocational Skills and livelihood enhancement projects

   Promotion of Sports

SECTION C: OTHER DETAILS

1. **Does the Company have any Subsidiary Company/ Companies?**

   Following are the subsidiary companies:

   - African Consumer Care Limited, Nigeria (Foreign Wholly Owned Subsidiary)
   - Asian Consumer Care Pakistan Pvt. Ltd., Pakistan (Foreign Wholly Owned Subsidiary)
   - Asian Consumer Care Pvt Ltd., Bangladesh (Foreign Subsidiary)
   - Atlanta Body and Health Products Proreitory Limited (Foreign Subsidiary)
   - Dabur (UK) Ltd., British Virgin Island (Foreign Wholly Owned Subsidiary)
   - Dabur Consumer Care (Private) Limited, Srilanka (Foreign Wholly Owned Subsidiary)
   - Dabur Egypt Ltd., Egypt (Foreign Wholly Owned Subsidiary)
   - Dabur International Ltd., Isle of Man (Foreign Wholly Owned Subsidiary)
   - Dabur Lanka (Pvt.) Ltd, Sri Lanka (Foreign Wholly Owned Subsidiary)
   - Dabur Nepal Pvt. Ltd., Nepal (Foreign Subsidiary)
   - Dabur Pakistan Pvt. Ltd., Pakistan (Foreign Subsidiary)
   - Dabur Pars, Iran (Foreign Wholly Owned Subsidiary)
   - Dabur South Africa Pty. Ltd., South Africa (Foreign Wholly Owned Subsidiary)
   - Dabur Tunisie, Tunisia (Foreign Wholly Owned Subsidiary)
   - Dermoviva Skin Essentials Inc., USA (Foreign Wholly Owned Subsidiary)
   - D and A Cosmetics Propreitory Limited (Foreign Wholly Owned Subsidiary)
   - Excel Investments (FZC), UAE (Foreign Subsidiary)
   - H & B Stores Limited (Domestic Wholly Owned Subsidiary)
   - Hair Rejuvenation & Revitalization Nigeria Ltd., Nigeria (Foreign Wholly Owned Subsidiary)
   - Healing Hair Lab International LLC, USA (Foreign Wholly Owned Subsidiary)
   - Hobi Kozmetik, Turkey (Foreign Wholly Owned Subsidiary)
   - Namaste Laboratories LLC, USA (Foreign Wholly Owned Subsidiary)
   - Naturelle LLC, UAE (Foreign Wholly Owned Subsidiary)
   - RA Pazarlama, Turkey (Foreign Wholly Owned Subsidiary)
   - Urban Lab International LLC, USA (Foreign Wholly Owned Subsidiary)

2. **Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)**

   The subsidiary companies operate in different geographies and conduct their own BR initiatives.

3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]

Dabur actively engages with its business associates through its BR initiatives.

Entity	Initiative	% of entity
Suppliers (small farmers)	We directly engage with local & small producers for procuring inputs for our supply of rare herbs and medicinal plants through our greenhouse projects. (Details in response to question 4 in Section E, Principle 2)	< 30%
Distributors	We actively engage with our distributors to build their capacity through workshops and training sessions.	<30%
B2B customers	We organise customized education programmes for our B2B customers like beauty parlors, doctors etc.	<30%
Suppliers and distributors	The Direct Touch policy (Whistle Blower & Protection Policy) applies to business associates (suppliers, stockists and dealers) as well. This provides a platform to business associates for reporting unethical business practices without fear of reprisal.	>60%

SECTION D: BR INFORMATION

1. Details of Director/Directors responsible for BR

a) Details of the Director/Directors responsible for implementation of the BR policy/policies

Implementation of BR policies is the responsibility of the Corporate Social Responsibility Committee of the Board of Directors.

DIN	Name	Designation
02318948	Dr. Ajay Dua	Independent Director
00049992	Mr. P. N. Vijay	Independent Director
01924770	Mr. Sanjay Kumar Bhattacharyya	Independent Director
00021581	Mr. P. D. Narang	Executive Director
00041825	Mr. Mohit Malhotra	Executive Director

b) Details of the BR head

S.No.	Particulars	Details
1.	DIN (if applicable)	00042902
2.	Name	Ashok Kumar Jain
3.	Designation	E.V.P. Finance & Company Secretary
4.	Telephone number	011-71206000
5.	e-mail id	ashok.jain@dabur.com

2. Principle-wise (as per NVGs) BR Policy/policies

a) Details of Compliance (Reply in Y/N)

As per table

a) Details of Compliance (Reply in Y/N)

Sl. No.	Questions	Principle 1	Principle 2	Principle 3	Principle 4	Principle 5	Principle 6	Principle 7	Principle 8	Principle 9
		Ethics, transparency & sustainability accountability	Sustainability in life-cycle of product	Employee well- being	Stakeholder engagement	Promotion of human rights	Environmental protection	Responsible public policy advocacy	Inclusive growth	Customer value
1	Do you have a policy/policies for	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
2	Has the policy been developed in consultation with relevant stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes

Sl. No.	Questions	Principle 1	Principle 2	Principle 3	Principle 4	Principle 5	Principle 6	Principle 7	Principle 8	Principle 9
		Ethics, transparency & sustainability accountability	Sustainability in life-cycle of product	Employee well- being	Stakeholder engagement	Promotion of human rights	Environmental protection	Responsible public policy advocacy	Inclusive growth	Customer value
3	Does the policy conform to any national / international standards? If yes, specify.	NA	NA	Yes, OHSAS 18001	NA	NA	Yes, ISO 14001	NA	NA	NA
4	Has the policy being approved by the Board? If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Yes, Board of Director	Yes, CEO	Yes, CEO	Yes, CEO	Yes, CEO	Yes, CEO	NA	Yes, Board of Directors	Yes, CEO
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
6	Indicate the link for the policy to be viewed online #	1. Code of Ethics and Conduct 2. Whistle Blower and Protection Policy 3. Code of Fair Disclosure of Unpublished Price Sensitive Information 4. Policy on Related Party Transactions 5. Policy on Disclosure of Material Events and Information		1. Code of Ethics and Conduct 2. Whistle Blower and Protection Policy 3. Prevention of Sexual Harassment of women at workplace	1. Whistle Blower and Protection Policy 2. Dividend Distribution Policy 3. Investors Policy 4. Policy on Rights of Shareholders 5. Shareholder Services	1. Whistle Blower and Protection Policy 2. Prevention of Sexual Harassment of women at workplace	Occupational Health, Safety and Environment policy		CSR Policy	
7	Has the policy been communicated to the relevant internal and external stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
8	Does the company have an in-house structure to implement the policy?	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes

Sl. No.	Questions	Principle 1	Principle 2	Principle 3	Principle 4	Principle 5	Principle 6	Principle 7	Principle 8	Principle 9
		Ethics, transparency & sustainability accountability	Sustainability in life-cycle of product	Employee well- being	Stakeholder engagement	Promotion of human rights	Environmental protection	Responsible public policy advocacy	Inclusive growth	Customer value
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/policies?	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	No	No	Yes, OHSAS 18001 certification	No	No	Yes, ISO 14001 certification	NA	No	No
		However, an independent audit of complete CSR activities of the company is undertaken.								
# Link for Policies		Code of Ethics and Conduct: https://www.dabur.com/img/upload-files/165-codeofconductslidesnew.pdf Whistle Blower and Protection Policy: https://www.dabur.com/img/upload-files/164-direct-touch-29.3.2019.pdf Code for Disclosure of Unpublished Price Sensitive Information: http://dabur.com/img/upload-files/39-code-of-corporate-disclosure.pdf Policy on Related Party Transactions: http://dabur.com/img/upload-files/1135-policy-on-related-party-transactions.pdf Policy on Disclosure of Material Events and Information: http://dabur.com/img/upload-files/46-policy-on-disclosure-of-info-under-listing-regulations.pdf Prevention of Sexual Harassment of women at workplace http://pulse.dabur.com/rvw/document/portlet/policies__264116_13742.doc Dividend Distribution Policy: http://dabur.com/img/upload-files/166-dividend-distribution-policy.pdf Investors Policy: http://www.dabur.com/img/upload-files/40-investors-policy-2013.pdf Policy on Rights of Shareholders: http://www.dabur.com/in/en-us/investor/investor-information/shareholder-services/shareholder-rights Shareholder Services: http://www.dabur.com/in/en-us/investor/investor-information/shareholder-services CSR Policy: http://dabur.com/img/upload-files/309-csr-policy.pdf Occupational Health, Safety and Environment policy: http://www.dabur.com/img/upload-files/310-ohse-policy.pdf								

b) If answer to S. No. 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

S. No.	Question	Principle 7: Responsible public policy advocacy
1	The company has not understood the Principles	--
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	--
3	The company does not have financial or manpower resources available for the task	--
4	It is planned to be done within next 6 Months	--
5	It is planned to be done within the next 1 year	--
6	Any other reason (please specify)	Dabur is member of various industrial and trade bodies and is part of task forces and forums within these bodies. We actively participate in these forums on issues and policy matters that impact the interest of our stakeholders. We prefer to be part of the broader policy development process and do not practice lobbying on any specific issue and hence do not feel such a policy is necessary given our way of doing business.

3. **Governance related to BR**

   a) **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 CSR committee of Board of Directors meets every quarter

   b) **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

   N.A.

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1

1. **Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?**

   Yes, the **Whistler Blower & Protection policy** of the company which is applicable to not just all our directors, employees and their representative bodies, but it also extends to all our business associates and security holders as well. This policy provides a platform to these stakeholders for reporting suspected unethical behaviour, malpractices, wrongful conduct, fraud, violation of the Company's Policies including Code of Ethics and Conducts, violation of law or questionable Accounting or Auditing matters by any employee/ director in the company, leak of any unpublished price sensitive information (UPSI) or any suspected leak of UPSI, unethical behavior, malpractices, fraud or violation of the company's policies without fear of reprisal and help in eliminating any kind of wrongful conduct in the system. The policy also includes wrongful conduct with respect to discrimination or sexual harassment.

   Company also has the **Code of Ethics & Conducts** which extends to the Board members, members of the Management Committee and all employees in and above Officers level in all of its offices/units/group/NGO but not to joint ventures/suppliers/contractors. It is a must for every employee in all of the business units/subsidiaries to follow ethical professional conduct in their day to day activities. All employees have to read and understand this code and agree to abide by it.

2. **How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management?**

   During the financial year, no complaint was received under the provisions of the Direct Touch policy.

   11 complaints from investors were received during the financial year. These complaints pertained to non receipt of shares on transfer / transmission / non receipt of dividend etc. These complaints were addressed and were resolved.

Principle 2

1. **List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.**

   - Dabur *Chyawanprash*
   - Dabur Honey
   - 'Real' - range of fruit juices

2. **For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):**

   a) **Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?**

   All business units continued their efforts to improve energy usage efficiency and increase the share of renewable energy. We perceive to ensure treatment and recycle of waste, continuous improvement in energy efficiency, enhancing the renewable energy portfolio, better efficiency in material utilisation, maximising water use efficiency, rain water harvesting and recharge, maximising collection, segregation, recycling and safe disposal of post-consumer generated plastic waste under solid waste management drive.

   Herbs are used for manufacturing of Ayurevedic products, installation of In-house "Herb Briquette" manufacturing using these processed herbs. These Herb Briquettes are used as boiler feed, thereby reducing the land fill required for safe disposal of used herbs.

   Methane gas get generated during the treatment of effluents in Effluent Treatment Plant. Methane gas used to go in environment. Now DG set based on methane gas as feed has been installed and thereby restricting methane gas emission in environment. Installation of Solar panels is done at plants and office.

b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

Not applicable, since these products are directly consumed by our consumers without using energy or water.

3. Does the company have procedures in place for sustainable sourcing (including transportation)?

If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

Yes, Dabur, over the years, has worked towards embedding sustainability throughout its inbound supply chain and will continue to do so.

We are sourcing our important raw materials like palm oil, paper pulp from suppliers which are having sustainable sourcing certificate from accredited certifying agencies like Roundtable on Sustainable Palm Oil, Rainforest Alliance.

We have identified environmentally sensitive species of medicinal plants and herbs, and developed methodologies to address their sustainability concerns. We have joined hands with local NGOs across the country and universities in this mission, jointly undertaking special training programmes for farmers, villagers and tribal communities across the country to train them on sustainable and environment-friendly cultivation processes.

We have also established a fully automated state-of-the-art greenhouse in Pantnagar (Uttarakhand), in addition to satellite nurseries and demo cultivation sites across the country. Today, we have over 10 satellite nurseries situated across the length and breadth of the country, from the Himalayan valleys to the coastal region in Tamil Nadu.

We strive to reduce the weight and volume of the materials we use for packaging, and support initiatives to recycle and use recycled materials.

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Yes, Dabur actively engages with local & small producers for procuring inputs for its supply of rare herbs and medicinal plants which go into the production of its ayurvedic products. We also engage with several farmers across India for cultivation of medicinal plants and herbs. Our scientists engage with these farmers and tribal communities, training them on scientific and sustainable cultivation of herbs. This exercise has resulted in an increase in the population of these medicinal herbs, some of which are rare, besides supplementing the household income of these farmers. This has also resulted in weeding out middlemen, thereby ensuring higher monetary benefits for the communities. Local farmers also gain through continuous transfer of scientific knowledge through training programmes, workshops and field demos. We also supply quality plantation material, grown at our state-of-the-art nursery and greenhouse in Pantnagar, free of cost to these farmers.

Company's programme for protecting endangered species of herbs and bee-keeping covered many states where local farmers and tribal community are engaged and trained on sustainable cultivation through agencies. We also help local farmers in Bihar take up Bee-Keeping as an additional income generation activity. This activity is undertaken in 10 districts of Bihar, and we have supported the farmers by distributing 18,000 bee boxes to them.

5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%)

Dabur's Environment, Health & Safety (EHS) strategies are directed towards achieving the greenest and safest operations across all units by optimising usage of natural resources and providing a safe and healthy workplace. Systemic efforts continue to be made towards natural resource conservation by continuously improving resource-use efficiencies and enhancing the positive environmental footprint following a life-cycle based approach.

Waste recycle management:

Dabur is addressing the critical area of climate change mitigation through several initiatives. These include treatment and recycle of waste, continuous improvement in energy efficiency, enhancing the renewable energy portfolio, better efficiency in material utilisation, maximising water use efficiencies and rain water harvesting and recharge, maximising collection, segregation, recycling and safe disposal of post-consumer generated plastic waste under solid waste management drive.

Dabur in also aware of its social responsibility towards waste recycle outside the fence. Company has taken initiatives to promote awareness about the importance of source segregation and recycling, and establishes systems to ensure effective practice. It collaborates with local municipalities to train waste workers and rag-pickers in these concepts and to provide an efficient collection system that covers virtually all segments: households, offices, schools, hospitals, commercial establishments, etc. Proper segregation reduces the amount of waste going to landfills while the dry waste collected provides competitive raw material to

several industries, e.g. glass, paper and plastic. Rag-pickers and waste workers also earn higher and more regular incomes. Under our Plastic Waste Management EPR activity, Dabur has collected ~12,000 tonnes of post-consumer Plastic Waste (both recyclable and non-recyclable) direct from the end-users.

While helping collect and process plastic waste on the one hand, Dabur has also been working towards spreading awareness and involving the community in this drive. Company is taking progressive steps to reduce plastic waste in cities while also raising awareness about plastic waste management. DIL is fully aware of our responsibility towards preserving nature. Every action at Dabur is a step towards a sustainable future. Our 'My 10 kg Plastic' campaign is one such step forward in this direction.

Water and waste water management:

Dabur is continuously optimizing water consumption through process modification and adoption of new technologies. The Company strives to recycle back usable water from the effluents after treatment in order to reduce fresh water intake. The company has also implemented rain water harvesting facilities, which help to recharge ground water. Most of our major manufacturing locations have adopted a zero discharge strategy

The availability of water is fundamental for operating any plants. Risks could be due to drought situations or less rainfall in monsoon, or regulated allocation of water. Dabur is committed to implement 3R (Reduce, Reuse and Recycle) principle for conservation of water.

Apart from Sewage Treatment Plant (STP) & Effluent Treatment Plant (ETP) at each plant rain water harvesting systems & Recharging of rain water complying the statutory compliance in an Ethical manner.

Other areas for improvement are recycling boiler blow down water, ash water recycling, re-use of treated waste water for Gardening, Road cleaning, Toilet Flushing Purpose & Fire Storage tank.

Following are some of the other indicators supporting the efforts of the company over the years:

Environment Indicators	Unit	2016-17	2017-18	2018-19	2019-20
Raw Water used vs Production	KL/MT	5.05	4.32	3.41	**3.35**
Effluent Generation vs Production	KL/MT	2.12	1.38	1.25	**1.19**
Hazardous Waste vs Production	KG/MT	0.64	0.60	0.49	**0.51**
Total Energy consumed vs Production	GJ/MT	2.07	2.03	1.96	**1.92**
Total CO2 emitted vs Production	KG/MT	0.08	0.05	0.04	**0.04**
Total SOx emitted vs Production	KG/MT	0.73	0.46	0.21	**0.21**

Principle 3

1. **Please indicate the Total number of employees**

   Permanent employees of Dabur India Ltd. (India only): 5,235

   - Of these, Management/Executive Staff: 1,060
   - Blue collared/other staff: 4,175

2. **Please indicate the Total number of employees hired on temporary/contractual/casual basis**

   Temporary/Contractual /Casual employees: 6,380

3. **Please indicate the Number of permanent women employees**

   175 women employees

4. **Please indicate the Number of permanent employees with disabilities**

   This number is not tracked as Dabur does not follow differential recruitment policy based on employees' demographic details and physical abilities.

5. **Do you have an employee association that is recognized by management?**

   Yes, we have employee association which is registered under "Trade Union Act - 1926" in Kolkata

6. **What percentage of your permanent employees is members of this recognized employee association?**

   Less than 5% of the permanent employees are members of this recognised employee association

7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.

S.No.	Category	No. of complaints filed during the financial year	No of complaints pending as on end of the financial year
1.	Child labour/forced labour/ involuntary labour	0	0
2.	Sexual harassment	0	0
3.	Discriminatory employment	0	0

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

a) Permanent Employees	90 %
b) Permanent Women Employees	100 %
c) Casual/Temporary/Contractual Employees	70 %
d) Employees with Disabilities	Included under permanent employees

Principle 4

1. Has the company mapped its internal and external stakeholders? Yes/No

Yes, Dabur has mapped its internal and external stakeholders. We recognise employees, consumers, shareholders & investors, business associates (network of suppliers, stockists and dealers), local communities surrounding our operations, media, regulatory authorities and industrial associations as our key stakeholders.

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

Yes, Dabur identifies communities around our manufacturing facilities (with a focus on women and children from these communities) and small farmers in our inbound supply chain as disadvantaged, vulnerable & marginalized stakeholders.

Additionally, we have installed robust mechanisms to continuously engage with all our stakeholders (internal and external). This helps us in identifying their needs and priorities and allows us to serve these needs accordingly. We are committed towards proactively engaging with all our employees, communities, business associates and customers who may be disadvantaged, vulnerable or marginalized and take variouse initiatives, like carrying out CSR activities for them.

3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words or so.

Yes, Dabur regularly undertakes initiatives to serve the interest of its disadvantaged, vulnerable and marginalized stakeholders. Dabur strives for a positive impact in the communities where we operate. Effective communications and a well-thought out development agenda are crucial for building trustful relationships with local communities. This ensures continued viability of the business in the long-term. We believe that strong and prosperous communities enable strong and prosperous businesses. Following is the process undertaken for engaging with the local communities in need around our manufacturing facilities:

Principle 5

1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

At Dabur, human rights related issues are covered under the Code of Ethics & Conduct and the Direct Touch policy (Whistle Blower & Protection policy). The Direct Touch policy applies not just to employees (employees in and above Officers level) of the group but to business associates (suppliers, stockists and dealers) as well. Company does not deal with any supplier/contractor if it is in violation of human rights and we do not employ any person below the age of eighteen as per our recruitment policy. We also prohibit the use of forced or compulsory labour at all our units and discourage the same with our business associates.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

No complaint was received pertaining to human rights violation during the past financial year

Principle 6

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.

Dabur's Environment and Pollution control policy and Quality policy pertaining to Principle 6 extend to its subsidiaries but do not cover joint ventures, suppliers and contractors.

2. **Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.**

   Dabur is addressing the critical area of climate change mitigation through several innovative and pioneering initiatives. These include continuous improvement in energy efficiency, enhancing the renewable energy portfolio, integrating green attributes into the built environment, better efficiency in material utilisation, maximising water use efficiency and rain water harvesting, maximising collection, segregation, recycling and safe disposal of post-consumer generated plastic waste under solid waste management drive

   Dabur achieved 1.7% reduction in fresh raw water consumption during FY 2019-20 over the previous year. Most of major manufacturing locations have adopted a zero discharge strategy which has resulted in 4.8% reduction compared to previous year in effluent generation.

   More such indicators are mentioned in response to part 5 of principle 2 herein above.

3. **Does the company identify and assess potential environmental risks? Y/N**

   Yes, the company regularly identifies the potential environmental risks. The process to identify potential environmental risks involves following steps:

   - Consider all operations of the department
   - Consider the process flow of each such operation and divide it into different activities, so that each activity can be considered separately for identifying the releases & discharges, land intake, visual impact, resource consumption, health & safety risk
   - While dividing operations into activities, consider:
     - Activities – e.g. handling of hazardous materials, receiving, storage, processing, disposal etc.
     - Services - e.g. transportation, maintenance, washing, conditioning, etc.
   - Classify activities into “Direct” and “Indirect”
     - Direct: Those which are under the direct control of the organization
     - Indirect: Those which are not under the organization’s direct control, but over which it can be expected to have an influence
   - Identify aspects of each activity by considering the following inputs:
     - Use of raw materials, consumables, etc. (in case of natural resource), use of a non bio-degradable material (for possible material substitutions)
     - Use of water
     - Use of energy

   The above steps help in determining if any risk can be considered as significant. Management programme is then formulated to address the identified risk and is executed in time in order to eliminate that risk.

   Dabur has a range of products based on Nature and natural ingredients. The adversity of Climate Change has significantly impact the supply of these Nature-based raw material, which are essential for production of some products.

4. **Does the company have any project related to Clean Development Mechanism? If Yes, whether any environmental compliance report is filed?**

   No, we have not registered any project related to Clean Development Mechanism.

5. **Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.**

   Following are the steps taken by the Company:

   Clean Technology: using agro based waste as a fuel in some of our units for steam generation; Methane gas generated from our effluent treatment plant is used as a fuel; We also use piped natural gas (PNG) at our Sahibabad factory to reduce the use of diesel. We are reusing water from treated effluent at the plants. Also more efficient use has reduced raw water consumption even with increase in production.

   Energy Efficiency: minimized usage of petroleum products by modifying our boilers into bio-fuels boilers, we are replacing with more energy efficient equipments, lighting fixtures and also using translucent roofing streets to use solar light during day time, installation of Vacuum Circuit Breaker and Power factor monitoring Panel, use of VFD with pulvizers.

   Renewable Energy: We are seeking opportunities in the field of solar energy in order to achieve our renewable energy targets. We have adopted solar street lights at our plants and a pilot project of solar power plant is implemented at our corporate office and more projects are being implemented at plant level.

Our all units are compliant of zero liquid discharge system. Expanding green cover through plantation drives is another activity that we undertake on an ongoing basis and have declared 1st Jan as a Tree Plantation day at manufacturing locations.

6. **Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

   The emissions, solid waste and effluent generated are monitored on a regular basis and are within the limits as prescribed by CPCB or SPCB

7. **Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.**

   Nil

Principle 7

1. **Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with**

   Yes, Dabur is a member of several industrial and trade bodies. These are listed below:

   a) Confederation of Indian Industry (CII)
   b) Federation of Indian Chambers of Commerce and Industry (FICCI)
   c) Associated Chambers of Commerce and Industry of India (ASSOCHAM)
   d) PHD Chamber of Commerce and Industry (PHDCCI)
   e) Indian Beverage Association (IBA)
   f) Action Alliance for Recycling Beverage Cartons (AARC)
   g) Pet Packaging Association For Clean Environment (PACE)

2. **Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)**

   Dabur is part of various task forces and forums within the above listed industrial and trade bodies. Regular engagement with industry associations helps raise awareness about the Company's contributions to the Society and the Economy. It also helps in Public Policy Advocacy. We actively participate in these forums on issues and policy matters that impact the interest of our stakeholders. We prefer to be part of the broader policy development process and do not practice lobbying on any specific issue. In the past, we have participated in forums pertaining to:

   - Corporate governance
   - Consumer interest
   - Tackling counterfeiting
   - Plastic Waste Management

Principle 8

1. **Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.**

   Yes, Dabur supports the principles of inclusive growth and equitable development through not just its corporate social responsibility initiatives but through its core business as well.

   We strive to enhance the lives of communities that surround our operations. Our initiatives focus on health, education, livelihood-linked skill development, financial inclusion and empowerment through formation of Self Help Groups, village development and veterinary services. Some of the initiatives are as follows:

   - Initiatives for nutrition need
     - Programmes to meet nutrition needs of poor & needy
   - Healthcare Initiatives
     - Health Camps to provide easy access to reliable healthcare for poor & needy
     - Oral hygiene awareness Camps in schools
     - Programmes for addressing health care needs of poor & needy
     - Operating a permanent Wellness Centre for addressing health needs of needy

- Initiatives for Employment Generating Vocational Skills; non formal education and livelihood enhancement projects
  - Programmes for addressing health care needs of poor & needy
  - Operating Non-Formal Education and remedial education centres for underprivileged children
  - School support programmes like benches & desks, educational aids
- Initiatives for Gender Equality & Women Empowerment
  - Adult Literacy Centres for women
  - Promoting & managing self-help groups for women

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/ any other organization?

Programmes pertaining to Principle 8 are developed and executed by:

- **In-house teams** for health awareness and nutritional need projects, health camps in both rural and urban areas
- **SUNDESH**, a registered society (own foundation), for community-focused initiatives around areas of operation, like initiatves for sanitation, education, vocational skills, women empowerment
- **Jivanti Trust**, a registered trust (own foundation), for initiatives to protect endangered species of herbs & plants, enhancing livelihood of farmers; tree plantation, vocational training
- External NGOs, government structures are also involved for delivering the projects initiated

3. Have you done any impact assessment of your initiative?

Yes, Dabur has engaged external agencies to assess the impact of its initiatives like:

a) Health & Sanitation

b) Engaging Farmers in Herb Cultivation

The assessment is done to understand the efficacy of our programmes in terms of delivery of desired benefits to the community and to gain insights for improving the design and delivery of future initiatives.

4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?

Dabur's contribution towards community development projects carried under its CSR policy during the reporting period is Rs. 27.80 crore.

Detail of community initiatives are given below:

CSR Project	Activity
Eradicating Hunger, Poverty & Malnutrition	• Programmes to meet nutrition needs of poor & needy – worked with various NGSs to teach out to around 1 lakh individuals • Awareness sessions in over 30 government schools on safe & nutritious food, dental camps, defence training, vegetable seed distributions
Promoting health care including preventive healthcare	• A campaign in schools and orphanages across to promote awareness about Immunity and prevention from illnesses covering over 3,000 underprivileged children in 14 cities; and organised camps where ayurvedic doctors educated kids about building immunity and fighting illnesses • Awareness drive to spread information about prevention from mosquito bites and deadly mosquito-borne diseases - over 10,000 school kids and underprivileged children in 5 cities were educated about preventing mosquito breeding and also reached out to around one lakh office-goers in public places to raise awareness about prevention from mosquito-borne disease • 2,257 health camps were organised across India to provide free health check-ups and subsidized medicines to poor & needy and 145,031 patients were examined. • Wellness Centre to treat people. Here, over 900 patients were examined and around 800 health related queries were answered online and over phone • Diabetes Prevention & Management programme were conducted

CSR Project	Activity
Ensuring Environment Sustainability	• Programme for promoting cultivation of endangered species of herbs and medicinal plants, enhancing livelihood of farmers and training farmers. This initiative covered approx. 8,750 beneficiaries • Over 19 lakh saplings of herbs were distributed free of cost • Provided rural households and villages an access to quality, affordable Solar solutions by installing 145 Solar Street Lights in villages of Uttar Pradesh, Rajasthan and Tezpur benefiting 745 households • Under the plantation drive, over 4,130 saplings of trees were distributed to farmers, school kids and villagers; and also seeds of fruit trees distributed to 120 families in Uttar Pradesh, Uttarakhand, Himachal Pradesh and Assam • Under the water conservation project undertaken at Newai, Alwar in Rajasthan to provide villages access to water all through the year, we now undertake maintenance, renovation of existing pond, which includes desilting, cleaning, levelling, stone-pitching and plantation; and capacity building programmes for farmers • Under the Plastic Waste Management programme, undertake health awareness camps with ragpickers, besides drives and plays in schools, RWAs, community on managing plastic waste
Promoting Education including Special Education	• 5 Non-Formal Education Centers and 13 Remedial Education Centers for providing basic education and learning classes to 539 out-of-school underprivileged kids • 7 Adult Literacy Centres offered basic literacy to 173 women • School Support Programmes such as construction, renovation of classrooms, school building; BaLA paintings, construction of toilet blocks, kitchen area; supply of potable water, providing school benches, almirahs. These activities supported 55 schools in 6 states, benefiting 14,482 kids, provided 1,533 sets of desk-benches distributed, BaLA paintings undertaken in 30 schools
Promoting Gender Equality & Empowering Women	• Under this programme, we have established special Skill Development Centres for women across 5 states where women are offered training on various courses like Cutting-Tailoring, Beauty Care, Handicraft, Computer Education etc. during the FY 2019-20, 1,011 rural girls and women were trained • A financial inclusion programme aimed at building capacity of rural women by making them financially literate and currently there are 125 Self-Help Groups benefiting 1,545 families and 20 Joint Liability Groups benefitting 100 landless farmers

Other need based activities	• Under the Promotion of Livelihood activity, 450 ducklings and 45 bags of fish feed provided to 40 farmer families in Tezpur
	• Established a football coaching center in Tezpur where 86 youth (56 boys, 30 girls) participated in the programme
	• In March 2020, special CSR interventions rolled out to support the fight against COVID-19 pandemic, viz:
	• supported initiatives towards managing health, hygiene and hunger for community and frontline COVID Warriors;
	  • joined hands with NGOs, community leaders and NDRF to provide nutritious meals and medicines to the needy and vulnerable communities like migrant workers and urban poor;
	  • supported frontline Corona warriors like police personnel, health workers and sanitation workers by providing medicines and nutritional food
	  • Providing health and hygiene kits, which included face masks, hand sanitisers and immunity-boosters medicines, to police personnel

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

Our community outreach initiatives have been developed keeping in mind the specific needs of the communities that we operate within. The initiatives are finalised after a thorough understanding of the specific requirements of each community through stakeholder dialogue and engagement. Also, we follow a participatory approach where the beneficiaries also contribute towards the programme. This ensure complete participation from the community and also makes the initiative sustainable. Since the programmes are developed after a detailed need assessment, it ensures that the initiatives are successfully adopted by the community.

Principle 9

1. **What percentage of customer complaints/consumer cases are pending as on the end of financial year.**

   A total of 5 number of consumer cases were received during 2019-20 and 3 of these were disposed off. 11 number of consumer cases are pending as on the end of financial year.

2. **Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/ No/N.A. /Remarks (additional information)**

   Yes, Dabur displays product information on the label for the benefit of the consumer, over and above what is mandated by local laws like Bureau of Indian Standards Act and Drugs and Cosmetics Act. This additional information is provided to enhance the value consumers can derive from the product and to ensure safe and appropriate use. The additional information on the product label relates to various active ingredients contained in the product, their proven clinical benefits, consumer grievance redressal mechanisms, directions for use (including pictorial depiction), safety, caution etc. and varies from product to product. We also actively inform consumers about how to differentiate between genuine and fake products and how to identify damage in sealed products. A few examples from our product portfolio are given below:

   - Odomos (a personal application mosquito repellent) - Apart from the mandatory label requirements, we provide additional information on safety aspects of the product. Information on certification by paediatricians including reference to the journal/ publication is provided on the label. This allows the consumer to access additional information on the safety studies done on the product.
   - Sani Fresh (Liquid toilet cleaner): We provide pictorial information on direction of use. We also inform the consumers about the safety of the product for use in septic tanks and provide explanation for the guaranteed germ kill claim made on the label.
   - Odonil (Air freshener in the form of sprays and blocks): We provide pictorial information on direction of use to ensure that consumer derives maximum utility from the product.
   - Oral Care products – Red, Meswak, Promise and Babool (Tooth paste & powder): We provide information on herbal ingredients & their mode of action, history of herbs, direction of use & information about clinical tests conducted.

3. **Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year?**

	No. of cases filed in the last five years	No. of cases pending as on end of financial year	Remarks
Alleged Unfair Trade Practices	0	0	No case was filed against the company
Alleged Irresponsible Advertising	8	0	All 8 complaints were disposed off
Alleged Anti-Competitive Behaviour	0	0	No case was filed against the company

4. **Did your company carry out any consumer survey/ consumer satisfaction trends?**

   Yes, as part of our stakeholder engagement strategy, Dabur engages with its consumers on an ongoing basis and conducts methodical research on their satisfaction with respect to our products and advertisements. These surveys are conducted through established third party market research firms. We undertake regular brand tracking exercises to assess brand preference scores and impact of our advertisements. Blind product tests are also conducted to gauge consumer satisfaction vis-a-vis products of our competitors. Similar research is also conducted with our sales channel that includes professional partners like ayurvedic doctors, beauty parlour owners etc.