



DABUR INDIA LIMITED

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BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

FY 2023-24

REASONABLE ASSURANCE STATEMENT ON THIRD-PARTY VERIFICATION OF SUSTAINABILITY INFORMATION

Unique identification number: **4153960444**

TÜV SÜD South Asia Pvt Ltd. (hereinafter TÜV SÜD) has been engaged by Dabur India Limited, Dabur corporate office, Kaushambi, Sahibabad, Ghaziabad, Uttar Pradesh, 201010, India to perform Reasonable Assurance and verification of sustainability information in the SUSTAINABILITY REPORT "BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT", of Dabur India Limited (hereinafter "Company") for the period from 1st April 2023 to 31st March 2024. The verification was carried out according to the steps and methods described below.

Scope of the verification

The third-party verification was conducted to obtain Reasonable assurance about whether the sustainability information is prepared in accordance with the reporting criteria of BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT- CORE (hereinafter "Reporting Criteria").

The following selected disclosures ("BRSR Core parts from the complete BRSR report") are included in the scope of the assurance engagement for reporting year April 1, 2023 – March 31, 2024, along with comparative previous year information.

The following selective disclosures in the Report "BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT", published as part of Annual Report FY 2023-24.

S. No.	BRSR- Core indicator reference	Description of indicator
1.	Section C – Principle 1 – 8 (Essential Indicator)	Number of accounts days payable
2.	Section C – Principle 1 – 9 (Essential Indicator)	Concentration of purchases & sales done with trading houses, dealers, and related parties Loans and advances & investments with related parties
3.	Section C – Principle 3 – 1(C)(Essential Indicator)	Details of spending on measures for the well-being of employees and workers – cost incurred as a % of total revenue of the company
4.	Section C – Principle 3 – 2 (Essential Indicator)	Details of retirement benefits, for Current Financial Year.
5.	Section C – Principle 3 – 11 (Essential Indicator)	Details of safety related incidents including lost time injury frequency rate, recordable work-related injuries, no. of fatalities
6.	Section C – Principle 5 – 2 (Essential Indicator)	Details of minimum wages paid to employees and workers.
7.	Section C – Principle 5 – 3b (Essential Indicator)	Gross wages paid to females as % of total wages paid
8.	Section C – Principle 5 – 7 (Essential Indicator)	Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, including complaints reported, complaints as a % of female employees, and complaints upheld

S. No.	BRSR- Core indicator reference	Description of indicator
9.	Section C – Principle 6 – 1 (Essential Indicator)	Details of total energy consumption and energy intensity.
10.	Section C – Principle 6 – 3 (Essential Indicator)	Details of total water consumption and water intensity.
11.	Section C – Principle 6 – 4 (Essential Indicator)	Details of total water discharge
12.	Section C – Principle 6 – 6 (Essential Indicator)	Details of air emissions (other than GHG emissions) by the entity.
13.	Section C – Principle 6 – 7 (Essential Indicator)	Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & GHG emissions intensity
14.	Section C – Principle 6 – 9 (Essential Indicator)	Details related to waste generated by category, waste recovered through recycling, re-using or other recovery operations, waste disposed by nature of disposal method and its intensity
15.	Section C – Principle 6 – 7 (Leadership Indicator)	Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.
16.	Section C – Principle 8 – 4 (Essential Indicator)	Percentage of input material (inputs to total inputs by value) sourced from suppliers
17.	Section C – Principle 8 – 5 (Essential Indicator)	Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost
18.	Section C – Principle 9 – 7 (Essential Indicator)	Instances involving loss/breach of data of customers as a percentage of total data breaches or cyber security events

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the sustainability reporting, and accordingly, we do not express a conclusion on this information. It was not part of our engagement to review product- or service-related information, references to external information sources, expert opinions and future-related statements in the Report.

Responsibility of the Company

The legal representatives of the Company are responsible for the preparation of the sustainability information in accordance with the Reporting Criteria. This responsibility includes in particular the selection and use of appropriate methods for sustainability reporting, the collection and compilation of information and the making of appropriate assumptions or, where appropriate, the making of appropriate estimates. Furthermore, the legal representatives are responsible for necessary internal controls to enable the preparation of a sustainability report that is free of material - intentional or unintentional - erroneous information.

Verification methodology and procedures performed

The verification engagement has been planned and performed in accordance with the verification methodology developed by the TÜV SÜD Group which is based upon the ISO 17029 and ISAE 3000. The applied level of assurance was “Reasonable Assurance”, the level of assurance obtained in this assurance is higher than limited assurance. The procedures the verification team performs in a reasonable assurance engagement vary in nature and timing from, and are more in extent than for a limited assurance engagement.

The verification was based on a systematic and evidence-based assurance process as stated above. The selection of assurance procedures is subject to the auditor’s own judgment.

The procedures included amongst others:

- Inquiries of personnel who are responsible for the stakeholder engagement and materiality analysis to understand the reporting boundaries.



- Evaluation of the design and implementation of the systems and processes for compiling, analysing, and aggregating sustainability information as well as for internal controls
- Inquiries of company's representatives responsible for collecting, preparing and consolidating sustainability information and performing internal controls
- Analytical procedures and inspection of sustainability information as reported at group level by all locations.
- Assessment of local data collection and management procedures and control mechanisms through a sample survey in locations such as at Pantnagar (UK), Baddi (HP), Sahibabad (UP), Tezpur (Assam) factories, Ambala, Sahibabad and Guwahati warehouses, Corporate and 2 regional offices. Remaining locations' data of Dabur India Limited were assessed off site and virtually.

Conclusion

On the basis of the assessment procedures carried out & evidence we have collected during 1.04.2024 to 24.05.2024, the identified sustainability indicators are prepared in all material respect in accordance with reporting criteria.

Limitations

The assurance process was subject to the following limitations:

- The subject matter information covered by the engagement are described in the "scope of the engagement". Assurance of further information included in the sustainability reporting was not performed. Accordingly, TÜV SÜD do not express a conclusion on this information.
- The assurance scope excluded forward-looking statements, product or service-related information, external information sources and expert opinions.

Use of this Statement

The Company must reproduce the TÜV SÜD statement and possible attachments in full and without omissions, changes, or additions.

This statement is by the scope of the engagement solely intended to inform the Company as to the results of the mandated assessment. TÜV SÜD has not considered the interest of any other party in the selected sustainability information, this assurance report or the conclusions TÜV SÜD has reached. Therefore, nothing in the engagement or this statement provides third parties with any rights or claims whatsoever.

Independence and competence of the verifier

TÜV SÜD South Asia Pvt Ltd. is an independent certification and testing organization and member of the international TÜV SÜD Group, with accreditations also in the areas of social responsibility and environmental protection. The assurance team was assembled based on the knowledge, experience and qualification of the auditors. TÜV SÜD South Asia Pvt Ltd hereby declares that there is no conflict of interest with the Company.

Date: May 24, 2024

Place: Gurugram (Haryana)



Prosenjit Mitra

DGM- Audit Services (Business Line - Verification, Validation & Audit)



Shashank Chaudhary

Manager- Sustainability Services



Assurance statement on third-party verification of sustainability information

UNIQUE IDENTIFICATION NUMBER: 4153960444

TÜV SÜD INDIA (hereinafter TÜV SÜD) has been engaged by Dabur India Ltd to perform a limited assurance verification of sustainability information in the INTEGRATED REPORT of Dabur India Limited (hereinafter “Company”) for the period from 01.04.2023 to 31.03.2024. The verification was carried out according to the steps and methods described below.

SCOPE OF THE VERIFICATION

The third-party verification was conducted to obtain limited assurance about whether the sustainability information is prepared in reference to the reporting criteria of the Standard on Sustainability Reporting Standards of the Global Reporting Initiative (hereinafter “Reporting Criteria”).

The following selected sustainability disclosures are included in the scope of the assurance engagement:

Option “parts of the report” for reporting year Apr 1, 2023 – Mar 31, 2024

the following selective disclosures on sustainability in the “INTEGRATED REPORT”, published at website:

- GRI 3: Materiality Assessment – 3-1, 3-2, 3-3;
- GRI 2: General Disclosure (Policies & Codes of Conduct)- 2-23, 2-24
- GRI 302: Energy– 302-1, 302-2, 302-3, 302-4;
- GRI 303: Water –303-3, 303-4, 303-5;
- GRI 305: Emissions– 305-1, 305-2, 305-4, 305-5, 305-6, 305-7;
- GRI 306: Effluents and Waste –306-2, 306-3, 306-4;
- GRI 307: Environmental Compliance– 307-1;
- GRI 401: Employment– 401-1, 401-2, 401-3;
- GRI 403: Occupational Health and Safety – 403-1, 403-3, 403-4, 403-5, 403-6, 403-8, 403-9, 403-10;
- GRI 404: Training and Education – 404-1, 404-2, 404-3;
- GRI 405: Diversity and Equal Opportunity – 405-1, 405-2;
- GRI 406: Non-discrimination– 406-1; 407
- GRI 412: Human Rights Assessment- 412-1, 412-2, 412-3;
- GRI 418: Customer Privacy– 418-1;

Other than as described in the preceding paragraph, which sets out the scope of our engagement, we did not perform assurance procedures on the remaining information included in the integrated reporting, and accordingly, we do not express a conclusion on this information. It was not part of our engagement to review product- or service-related information, references to external information sources, expert opinions and future-related statements in the Report.



RESPONSIBILITY OF THE COMPANY

The legal representatives of the Company are responsible for the preparation of the sustainability information in accordance with the Reporting Criteria. This responsibility includes in particular the selection and use of appropriate methods for sustainability reporting, the collection and compilation of information and the making of appropriate assumptions or, where appropriate, the making of appropriate estimates. Furthermore, the legal representatives are responsible for necessary internal controls to enable the preparation of a sustainability report that is free of material - intentional or unintentional - erroneous information.

VERIFICATION METHODOLOGY AND PROCEDURES PERFORMED

The verification engagement has been planned and performed in accordance with the verification methodology developed by the TÜV SÜD Group which is based upon the ISO 17029 and ISAE 3000. The applied level of assurance was "limited assurance". Because the level of assurance obtained in a limited assurance, the engagement is lower than in a reasonable assurance engagement, the procedures the verification team performs in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. A limited assurance engagement consists of making inquiries, primarily of persons responsible for the preparation of the Sustainability Report and applying analytical and other limited assurance procedures.

The verification was based on a systematic and evidence-based assurance process limited as stated above. The selection of assurance procedures is subject to the auditor's own judgment.

The procedures included amongst others:

- Inquiries of personnel who are responsible for the stakeholder engagement und materiality analysis to understand the reporting boundaries.
- Evaluation of the design and implementation of the systems and processes for compiling, analysing, and aggregating sustainability information as well as for internal controls
- Inquiries of company's representatives responsible for collecting, preparing and consolidating sustainability information and performing internal controls
- Analytical procedures and inspection of sustainability information as reported at group level by all locations.
- Assessment of local data collection and management procedures and control mechanisms through a sample physical survey at Pantnagar (UK), Baddi (HP), Sahibabad (UP), Tezpur (Assam) factories, Ambala, Sahibabad and Guwahati warehouses, Corporate and 2 regional offices. Remaining locations of Dabur India Limited were assessed virtually.

CONCLUSION

On the basis of the assessment procedures carried out from - 01.04.2024 to 24.05.2024, TÜV SÜD has not become aware of any facts that lead to the conclusion that the selected sustainability information has not been prepared, in all material aspects, in reference to the Reporting Criteria.

LIMITATIONS

The assurance process was subject to the following limitations:

- The subject matter information covered by the engagement are described in the "scope of the engagement". Assurance of further information included in the sustainability reporting was not performed. Accordingly, TÜV SÜD do not express a conclusion on this information.
- Financial data were only considered to the extent to check the compliance with the economic indicators provided by the GRI Standards and were drawn directly from independently audited financial accounts. TÜV SÜD did not perform any further assurance procedures on data, which were subject of the annual financial audit.



- The assurance scope excluded forward-looking statements, product- or service-related information, external information sources and expert opinions.

USE OF THIS STATEMENT

The Company must reproduce the TÜV SÜD statement and possible attachments in full and without omissions, changes, or additions.

This statement is by the scope of the engagement solely intended to inform the Company as to the results of the mandated assessment. TÜV SÜD has not considered the interest of any other party in the selected sustainability information, this assurance report or the conclusions TÜV SÜD has reached. Therefore, nothing in the engagement or this statement provides third parties with any rights or claims whatsoever.

INDEPENDENCE AND COMPETENCE OF THE VERIFIER

TÜV SÜD INDIA is an independent certification and testing organization and member of the international TÜV SÜD Group, with accreditations also in the areas of social responsibility and environmental protection. The assurance team was assembled based on the knowledge, experience and qualification of the auditors. TÜV SÜD INDIA hereby declares that there is no conflict of interest with the Company.

Date: May 24, 2024

Place: Gurugram (Haryana)



Prosenjit Mitra

DGM- Audit Services (Business Line - Verification, Validation & Audit)



Shashank Chaudhary

Manager- Sustainability Services



SECTION A: GENERAL DISCLOSURE**I. Details of the Listed Entity**

1.	Corporate Identity Number (CIN) of the Listed Entity	L24230DL1975PLC007908
2.	Name of the Listed Entity	Dabur India Limited
3.	Year of incorporation	1975
4.	Registered office address	8/3, Asaf Ali Road, New Delhi – 110002
5.	Corporate address	Dabur India Limited, Kaushambi, Ghaziabad – 201010, Uttar Pradesh, India
6.	E-mail	investors@dabur.com
7.	Telephone	011-71206000
8.	Website	www.dabur.com
9.	Financial year for which reporting is being done	FY 2023-24
10.	Name of the Stock Exchange(s) where shares are listed	BSE Ltd., National Stock Exchange of India (NSE) Ltd.
11.	Paid-up Capital	INR 177.2 Cr.
12.	Contact Person	
	Name of the Person	Mr. Byas Anand – Head of Corporate Communications and CSR
	Telephone	0120-4182507
	Email address	byas.anand@dabur.com
13.	Reporting Boundary	
	Type of Reporting	Disclosures made in this report are on a standalone basis and pertain only to Dabur's India operations.
14.	Name of assurance provider	TÜV SÜD South Asia Pvt. Ltd.
15.	Type of assurance obtained	Reasonable assurance for core KPIs and limited assurance on other indicators.

II. Product/Services

16.	Details of business activities	S.No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
		1	Manufacturing & Marketing	Ayurvedic, Healthcare, Home & Personal Care and Food & Beverages	100%



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

S. No.	Category	Product/Service	NIC Code	% of Total Turnover contributed*
1	Healthcare	Health Supplements	21003 Ayurvedic Preparation	31.4%
			10623 Glucose	
			10791 Tea	
			10794 Malted Foods	
		Digestives	21003 Ayurvedic Preparation	
		OTC & Ethical	21003 Ayurvedic Preparation 21004 Homeopathic Preparation	
2	Home & Personal Care	Hair Care	20236 Hair Oils & Shampoos	48.6%
		Oral	20235 Oral Hygiene	
		Home Care	20232 Air Fresheners	
			20239 Toilet Preparations	
		Skin Care	20237 Skin Care/Cosmetics	
3	Foods & Beverages	Beverages	10304 Fruit Juices	20%
			10509 Other Dairy Products	
			11041 Aerated Fruit Drinks	
		Foods	10305 Sauces	
			10306 Pickles, chutneys etc.	
			10401 Ghee	
			10402 Vegetables Oils	
			10403 Edible Oils	
			10795 Spices	

Note: The above table shows sales contribution and doesn't include other operating income and other segments.

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

Location	Number of plants	No. of Offices	Total
National	51*	13	64
International	Not applicable as reporting boundary is standalone.		

***Note:** Number of plants include our 13 manufacturing plants, 26 CFAs and 4 mother warehouses and 8 BRD farms.



19. Market served by the entity

	Locations	Numbers
a. No. of Locations	National (No. of States)	28 States + 8 UT
	International (No. of Countries)	49 countries
b. What is the contribution of exports as a percentage of the total turnover of the entity?	4%	
c. A brief on types of customers	Dabur holds a prominent position in various consumer product categories such as Hair Care, Oral Care, Health Care, Skin Care, Home Care, and Foods & Beverages. Our extensive distribution network covers over 7.9 million retail outlets, establishing a robust presence across urban and rural areas. A significant portion of our customer base consists of health-conscious individuals who prefer traditional herbal products. Dabur's natural offerings are widely acclaimed for their quality and appeal to consumers of all age groups.	

IV. Employees**20. Details as at the end of Financial Year:**

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
a. Employees (including differently abled)						
1	Permanent (A)	4,025	3,786	94%	239	6%
2	Other than Permanent (B)	4,615	4,052	88%	563	12%
3	Total (A+B)	8,640	7,838	91%	802	9%
Workers (including differently abled)						
1	Permanent (E)	1,342	1,305	97%	37	3%
2	Other than Permanent (F)	4,862	4744	98%	118	2%
3	Total (E+F)	6,204	6,049	98%	155	2%
b. Differently abled Employees						
1	Permanent	2	2	100%	0	0%
2	Other than Permanent	0	0	0%	0	0%
3	Total	2	2	100%	0	0%
Differently abled Workers						
1	Permanent	9	9	100%	0	0%
2	Other than Permanent	48	48	100%	0	0%
3	Total	57	57	100%	0	0%



21. Participation / Inclusion / Representation of women

S. No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors	15*	2	13%
2	Key Management Personnel	4**	0	0%

*Excluding Mr. Sushil Chandra who resigned on March 11, 2024

**2 out of 4 are part of BOD.

22. Turnover rate for permanent employees and workers

Category	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	28.8%	23.4%	28.5%	30.4%	26.9%	30.2%	22.9%	14.7%	22.5%
Permanent Workers	5.9%	13.5%	6.1%	5.8%	11.1%	5.9%	3.3%	7.1%	3.4%

Category-wise voluntary turnover rate (excluding retirement & demise) for permanent employees and workers.

V. Holding, Subsidiary and Associate Companies (including joint ventures)**23. Names of holding / subsidiary / associate companies / joint ventures**

S. No	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a Holding / Subsidiary / Associate / or Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	H&B Stores Ltd.	Subsidiary	100%	No
2.	Dabur International Ltd.	Subsidiary	100%	No
3.	Naturelle LLC	Subsidiary	100%	No
4.	Dabur Egypt Ltd.	Subsidiary	100%	No
5.	African Consumer Care Ltd.	Subsidiary	100%	No
6.	Dabur Bangladesh Pvt. Ltd.	Subsidiary	100%	No
7.	Dabur (UK) Ltd.	Subsidiary	100%	No
8.	Hobi Kozmetik	Subsidiary	100%	No
9.	RA Pazarlama Ltd.	Subsidiary	100%	No
10.	Dabur Lanka Pvt. Ltd.	Subsidiary	100%	No



S. No	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a Holding / Subsidiary / Associate / or Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
11.	Namaste Laboratories LLC	Subsidiary	100%	No
12.	Urban Laboratories International LLC	Subsidiary	100%	No
13.	Dabur Consumer Care Pvt. Ltd.	Subsidiary	100%	No
14.	Hair Rejuvenation & Revitalization Nigeria Ltd.	Subsidiary	100%	No
15.	Dabur Tunisie	Subsidiary	100%	No
16.	Asian Consumer Care Pakistan Pvt. Ltd.	Subsidiary	0%	No
17.	Dabur Pakistan Pvt. Ltd.	Subsidiary	0%	No
18.	Dabur PARS	Subsidiary	100%	No
19.	Dabur South Africa (Pty) Ltd.	Subsidiary	100%	No
20.	Atlanta Body & Health Products Proprietary Ltd.	Subsidiary	100%	No
21.	D&A Cosmetics Proprietary Ltd.	Subsidiary	100%	No
22.	Excel Investments (FZC)	Subsidiary	0%	No
23.	Dermoviva Skin Essentials Inc.	Subsidiary	100%	No
24.	Healing Hair Lab International LLC	Subsidiary	100%	No
25.	Dabur Nepal Pvt. Ltd.	Subsidiary	97.5%	No
26.	Badshah Masala Pvt. Ltd.	Subsidiary	51%	No
27.	Dabur International FZE	Subsidiary	100%	No
28.	Forum 1 Aviation Pvt. Ltd.	Joint Venture	20%	No

VI. CSR Details

24.a. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

Turnover	INR 9,136 Cr.
Net worth (in Rs.)	INR 6,888 Cr.



VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)		Remarks
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	
Communities	Yes, we have strategically placed our development executives at various plant locations to ensure continuous community engagement. Additionally, local volunteers actively collaborate with these communities, meticulously planning and executing impactful development initiatives. Furthermore, our individual unit heads and HR heads work closely with the communities, fostering strong relationships and addressing local needs. To ensure every voice is heard, we provide a dedicated 24/7 independent hotline at 1800-103-1644 for the reporting of grievances, demonstrating our commitment to transparency and responsiveness.	0	0	0	0	We haven't received any complaints from the communities that we operate in.
Investors (other than shareholders)	Yes, we have dedicated email addresses - investors@dabur.com and corpcomm@dabur.com for investors to raise their grievances or queries.	0	0	0	0	We haven't received any complaints from our investors
Shareholders	Yes, our shareholders are encouraged to reach out to us through investors@dabur.com and / or corpcomm@dabur.com where they can directly register their grievances or queries.	26	2	26	0	Two complaints were received in the last week of March 2024 & complaints were duly resolved in subsequent month.
						The complaints were duly resolved during the financial year to the satisfaction of shareholders.



Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers	Yes, our employees have multiple avenues to reach us. They can contact us via email at corpcomm@dabur.com or use our independent 24/7 hotline number 1800-103-1644 to share any grievances or queries. Additionally, they can directly write to their respective HR managers. We also have a comprehensive Whistle Blower policy, 'Direct Touch,' which empowers and encourages employees to report any concerns regarding suspected unethical behaviour, malpractice, wrongful conduct, fraud, or violations of company policies. The policy is accessible at - https://www.dabur.com/sites/default/files/2021-05/164-DirectTouch-1.4.2021_0.pdf	2	0	The complaints were duly resolved.	1	1	The complaint was duly resolved in subsequent months.
Customers	Yes, our consumers have several ways to connect with Dabur. Our dedicated toll-free hotline 1800-103-1644 is available 24x7. Consumers can also write to us at daburcares@dabur.com or corpcomm@dabur.com to share any grievances regarding our products and services. Additionally, they can consult with our healthcare experts via the toll-free number for any health-related inquiries or speak directly with our executives to address any questions or concerns about our products or their ingredients.	3,475	15	The complaints were duly resolved in the subsequent months.	2,665	92	All the pending complaints at the end of 2022-23 were amicably resolved in the subsequent months.



Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Value Chain Partners	<p>Yes, our Value Chain Partners and Business Associates can easily reach out to us through following listed multiple channels:-</p> <p>1) Centralized email address: corpcomm@dabur.com where they can share their grievances or queries.</p> <p>2) Grievances Escalation Matrix: For issues related to Raw Material and Packaging Material on the Purchase Order (PO), we have a three-level escalation process:</p> <ol style="list-style-type: none"> 1. Concerned Buyer 2. Category Head 3. Head of Purchase <p>3) Grievance Redressal Mechanism: To safeguard the interests of our value chain partners, we have a detailed grievance redressal mechanism outlined in our Whistle Blower Policy. This policy ensures that all concerns are addressed promptly and effectively. Our Direct Touch policy can be accessed through - https://www.dabur.com/sites/default/files/2021-05/164-Direct-Touch-1.4.2021_0.pdf</p>	0	0	We haven't received any complaints.	0	0	We haven't received any complaints.

Dabur India Limited has a grievance redressal mechanism in place for all its stakeholders. The processes are set internally and communicated to the stakeholders. We have a dedicated toll-free hotline number (1800-103-1644) which is available 24x7 for all our stakeholders. Dabur's contact us page also serves as a mechanism for our stakeholders to reach out to Dabur with any queries or grievances. Link: <https://www.dabur.com/contact-us>



26. Overview of the entity's material responsible business conduct issues

Material Issue Identified (High priority material issues are listed below)	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
GHG Emissions	Risk	The expansion of manufacturing capacity to meet rising demand could potentially lead to an increase in greenhouse gas (GHG) emissions.	<p>We are dedicated to significantly reducing our GHG emissions by implementing cutting-edge energy and water-efficient technologies, transitioning to renewable energy sources such as onsite solar projects, and procuring renewable energy through power purchase agreements (PPAs). Additionally, we are increasing our biofuel consumption, optimizing our network, switching to cleaner fuel alternatives in transportation, and phasing out coal usage in operations. Our key actions to address climate change include:</p> <ul style="list-style-type: none"> ● Achieving NetZero emissions by FY 2045. ● Committing to near-term and NetZero Science-based targets. ● Successfully eliminating coal from our operations by FY 2023-24. ● Ensuring over 60% of our energy consumption comes from renewable sources by FY 2026. 	<p>Negative – While adopting new and efficient technologies will require significant financial investments and ongoing technical skill training, these measures will ultimately lead to cost savings, improved efficiency, and enhanced corporate reputation in the long term.</p>



Material Issue Identified (High priority material issues are listed below)	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Packaging & Waste	Risk	<p>Dabur faces significant risks related to packaging and waste management due to the extensive use of plastic, paper, metal, and glass in our products. Ineffective waste management and non-compliance with Extended Producer Responsibility (EPR) regulations could result in severe environmental, regulatory, and reputational consequences.</p>	<p>To address these risks, Dabur has implemented a comprehensive waste management strategy that treats waste as a valuable resource and strengthens circularity. Key initiatives include:</p> <ul style="list-style-type: none"> Plastic Waste Positive Achievement: By becoming a plastic waste positive company and maintaining this status annually, we ensure that the amount of plastic waste collected, recycled, sent to waste-to-energy recovery, and safely disposed of exceeds the amount of plastic packaging we utilize. Reduce, Reuse, and Recycle (3R) Principle: We rigorously adhere to the 3R principle, continuously minimizing waste through strategic initiatives and packaging innovation aimed at reducing, reusing, and recycling our packaging materials. Collaboration for Effective Waste Management: Partnering with various agencies and NGOs, we have established robust systems for the mass collection, processing, and disposal of waste. Authorized waste processors manage our waste, ensuring compliance with regulatory standards. Organic Waste Management: We convert food waste into organic manure, diverting it from landfills and supporting sustainable agricultural practices. 	<p>Negative- Implementing these initiatives involves significant increase in costs associated with packaging innovation, designing, developing, and sourcing sustainable packaging alternatives, along with the risk of fines and penalties for non-compliance with statutory EPR regulations.</p> <p>However, these investments and initiatives will yield substantial long-term financial benefits by reducing plastic usage, incorporating recycled materials, and advancing alternative packaging solutions. The reduced environmental footprint and enhanced brand reputation will align us with global sustainability standards, attracting environmentally conscious consumers and investors.</p>



Material Issue Identified (High priority material issues are listed below)	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Water Scarcity	Risk	According to the IPCC, water will be the primary way people experience climate change. Rising water scarcity can significantly disrupt Dabur's operations and business. Erratic weather conditions such as -uncertainty in the timing and severity of summer, winter, and monsoon may impact the business adversely.	<ul style="list-style-type: none"> Innovative Packaging Solutions: We are investing in the design and development of alternative packaging materials to reduce reliance on virgin and non-recyclable materials. Our goals include: <ol style="list-style-type: none"> Achieving 30%, 10%, and 5% recycled plastic content in Category I, Category II, and Category III plastics, respectively, by FY 2026. Ensuring all packaging is recyclable, reusable, or compostable by FY 2028. <p>To address the risks posed by rising water scarcity/stress, Dabur has implemented a robust water risk management strategy through following water conservation measures:</p> <p>Rainwater Harvesting & Recharge: We are investing in rainwater harvesting and recharge structures to capture and utilize rainwater within our operating sites and in nearby communities. This initiative significantly reduces our reliance on external freshwater sources while enhancing groundwater recharge.</p> <p>Wastewater Recycle and Reuse: All manufacturing locations are equipped with advanced wastewater treatment systems such as sewage treatment plants (STP) and effluent treatment plants (ETP). Treated waste water is repurposed for various uses, reducing our dependence on freshwater sources.</p>	<p>Negative – Water scarcity/stress has a negative implication on raw material sourcing and operations, leading to adverse financial impacts on our business.</p> <p>In addition to the above, in the short term, implementing these initiatives requires investments in water efficient and monitoring technologies, waste water treatment systems, rainwater harvesting infrastructure, and community-led programs.</p> <p>Long-term Benefits: These investments will yield substantial long-term financial benefits by reducing operational costs for water procurement and treatment. Improved water resilience will minimize business disruptions from water scarcity risks. Enhanced sustainability practices will boost our brand reputation, attracting environmentally and socially conscious consumers and investors. Effective water management ensures business continuity, regulatory compliance, and potentially avoids fines and penalties.</p>



Material Issue Identified (High priority material issues are listed below)	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Raw Material Sourcing	Risk	Climate-related challenges such as heatwaves, droughts, and water stress can significantly impact the availability and quality of our essential raw materials by causing lower yields and greater yield variability. Since raw materials are very critical to the kind of products we manufacture and are	<p>Commitment to Water Positivity: We aim to be Water Positive by FY 2030, meaning we will replenish more water than we consume through various conservation and community projects.</p> <p>Expanded Water Monitoring: In addition to manufacturing sites, we monitor water usage at non-production sites, including offices, warehouses, and nurseries, to identify and address water usage inefficiencies and minimise the losses throughout our operations.</p> <p>Community Engagement and Capacity Building: We collaborate with local communities to promote water conservation practices and support initiatives that enhance local water resources and resilience against water scarcity.</p>	
			<ul style="list-style-type: none"> We leverage our cutting-edge Research and Development to identify alternative raw materials whenever specific ones are unavailable. Additionally, our procurement team strategically reduces reliance on single suppliers by developing a network of multiple vendors across diverse geographies, ensuring a consistent supply of raw materials at all times. Our Biodiversity team collaborates closely with farmers and local communities to cultivate critically endangered herbs, guaranteeing their availability both now and in the future. 	Positive – Our strategic long-term resource planning, combined with the dedicated efforts of our procurement and biodiversity teams, provides us with a significant competitive edge.



Material Issue Identified (High priority material issues are listed below)	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Energy management	Opportunity	<p>sourced from specific geographies, these changing climatic conditions pose a substantial risk to our raw materials and their availability. This risk can disrupt our production processes and have a profound impact on our overall business operations.</p> <p>Dabur has the opportunity to optimize energy efficiency through robust processes and meticulously designed systems, demonstrating an unwavering commitment to enhancing our energy-saving initiatives.</p>	<p>To achieve efficient energy management, we have implemented several measures like:</p> <ul style="list-style-type: none"> ● Renewable Energy: Installing solar panels and LED lighting across various Dabur facilities. ● Energy-efficient Equipment: Utilizing energy-efficient motors and process equipment. ● Automation and Integration: Adopting process automation, line integration, and equipment interlocking. ● IoT Solutions: Implementing sensor-based (IoT) operations to enhance energy efficiencies. <p>Biofuels: Using bio briquettes, biodiesel, and husk/dry herbs in boilers as substitutes for fossil fuels.</p>	<p>Positive - By increasing our reliance on efficient technologies and embracing green energy, Dabur can significantly enhance its triple bottom line—benefiting People, Planet, and Profit. This strategic focus on energy management not only reduces operational costs but also strengthens our sustainability credentials, attracting environmentally conscious stakeholders.</p>



Material Issue Identified (High priority material issues are listed below)	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Product Life cycle Assessment	Opportunity	Product life cycle assessment will provide us with insights into the overall environmental footprint of our products, allowing us to develop effective mitigation strategies to address any adverse environmental impacts.	In FY 2023-24, Dabur conducted a Life Cycle Assessment of four power brands: Dabur Chyawanprash, Dabur Honey, Dabur Red Toothpaste and Dabur juices. These brands collectively represent 50% of our consolidated revenue.	Positive – By conducting LCAs, we take proactive steps towards meeting our Net Zero targets, allowing us to analyse and address the key challenges involved in reducing emissions associated with our power brands, from sourcing to point of sale. Any cost we incur to conduct the Life Cycle Assessment will yield positive results for us in the long run.
Climate change	Risk	Climate Change can have adverse impact on our business and not having a correct strategy or its right implementation will severely affect the business continuity.	Having a specific, measurable and smart approach towards climate change shall ensure the long-term sustainability of our business. We have set out specific goals and targets to tackle climate change.	Negative – Investing in measures to mitigate the impact of climate change can impose substantial costs on the company.
Biodiversity	Opportunity	Our business thrives and flourishes due to the rich biodiversity access we have. Dabur has been able to utilize this for creating the best blend of science and ayurveda.	We will continue fostering and bettering the biodiversity reserves from the regions wherein we operate.	Positive – Any cost we incur for the prevention and protection of the biodiversity will yield positive results for our business.



Material Issue Identified (High priority material issues are listed below)	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
CSR	Opportunity	Conducting detailed need assessment prior to project execution provides us with insight into the specific needs of the community, along with their consent to operate.	Dabur has been engaged in CSR activities for overall development of the community, ensuring their socio-economic development through different participatory and need-based initiatives in the best interest of the poor and deprived sections of the society. These projects seek to help them become self-reliant and build a better tomorrow for themselves.	Positive - The benefits our CSR endeavours bring to the community generates goodwill and enhances our reputation thereby having long term financial benefits.
Human rights	Risk	Potential instances of human rights violations or non-compliance with statutory norms can lead to adverse financial and reputational implications.	We have a grievance redressal system and due diligence process in place to continuously evaluate and promptly address human rights issues. This approach enhances our responsiveness and ability to handle such matters timely and effectively.	Negative – Any human rights violation or non-compliance of statutory norms can lead to severe reputational and financial risk for the organization.
Employee Health and Safety	Risk	Non-compliance with appropriate safety standards can attract high frequency of health and safety incidents and ultimately decrease productivity.	Many efforts and initiatives have been put in place to ensure employee health and safety. Please refer to Human Capital Section for more updates.	Positive – Any cost put towards employee health and safety will yield positive results in the long term.
Labour Practices	Risk	Changing regulations around labour practices pose as a challenge.	Substantial efforts are placed to ensure that we comply with all requirements of labour law.	Negative – Non-compliance with regulations associated with labor practices could impact corporate reputation, productivity, and may lead to financial repercussions.
Consumer Welfare	Opportunity	To distinguish ourselves as market leaders and most preferred consumer brand.	Dabur has established strong market connects and built legacy brands that ensure consumer health and well-being.	Positive – Strong consumer goodwill directly correlates with increased product sales, driving business success and growth.



Material Issue Identified (High priority material issues are listed below)	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Supply chain management	Opportunity	Setting up a resilient supply chain has helped us in business continuity in adverse times including COVID. Our supply chain has also ensured us to have competitive pricing and pass on its benefit to our consumers without any business disruptions.	Our business continuity plan and risk management plan has covered all foreseeable risks in our supply chain with measures already underway to address those.	Positive – Developing resilience within our supply chain has proven to be a fruitful investment, yielding long-term advantages for our organization.
Governance	Opportunity	Governance presents an opportunity to our business in its transformation and advancement journey by ensuring transparency, accountability, and ethical practices, thereby fostering trust among stakeholders and enhancing long-term sustainability and growth.	Strong leadership and our resilient execution teams serves as the backbone for strong governance system at Dabur.	Positive – Improved financial performance through strong and diverse leadership, leading to higher profitability and long-term value creation for the business.

1. For detailed risks identified, please refer to the Risk Management Section on Page 56 of the Annual Report.

2. The material issues are identified based on stakeholder consultations, peer benchmarking and globally recognized ESG ratings and framework for the industry.

3. The ESG risks and opportunities are evaluated for high impact material issues, and we will undertake the process of integration of ESG R&O with ERM.



SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1 Ethics and integrity	P2 Sustainable products	P3 Employee wellbeing	P4 Stakeholders	P5 Human rights	P6 Environment	P7 Regulatory requirement	P8 Inclusive growth	P9 Consumer and IT
Policy and Management Processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	Policies can be accessed on the link - https://www.dabur.com/investor/corporate-governance/policies-related-documents								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	GRI Standards	<ul style="list-style-type: none"> ISO 9001 FSSC 22000 & ISO 22000 FSSAI Forest Stewardship council (FSC) BRCGS standards SEDEX ISO 15378:2017 ISO 13485:2016 AGMARK ISO 20400 GRI Standards 	<ul style="list-style-type: none"> ISO 45001 standards. GRI Standards 	<ul style="list-style-type: none"> ISAE 3000 SA 8000 (Silvassa manufacturing unit) ISO 45001 Standards GRI Standards 	<ul style="list-style-type: none"> SA 8000 (Silvassa manufacturing unit) ILO Standards GRI Standards 	<ul style="list-style-type: none"> ISO 14001 standards ISO 14040 ISO 14044 EPR GRI Standards 	<ul style="list-style-type: none"> Code of Ethics & Conduct GRI Standards 	<ul style="list-style-type: none"> CSR disclosures pursuant to section 135 of The Companies Act, 2013 SA 8000 (Silvassa manufacturing unit) GRI Standards 	<ul style="list-style-type: none"> ISO 27001 Advertising Standards Council of India (ASC)- Code on Fair Advertising to consumers. Information security standards ISO/IEC 27001: 2013 Halal and Kosher GRI Standards



5. Specific commitments, goals and targets set by the entity with defined timelines, if any.**Climate & Biodiversity:**

1. Achieve Net Zero Emissions by FY 2045 (in alignment with SBTi commitment).
2. 100% elimination of coal usage across operations by FY 2025.
3. Committed to No Net Loss to Biodiversity by FY 2050.
4. 100% sustainable sourcing of high deforestation risk materials (Tetra Pack, Paper, Palm Oil) by FY 2026.
5. 100% mitigation of risks associated with critically endangered species (Gugal, Aconite etc.) by FY 2026.

Sustainable Sourcing

1. Ensure zero deforestation due to high-risk materials by FY 2026 through 100% sustainable sourcing.

Circular Economy

1. 80% reusable, recyclable, or compostable packaging by FY 2028.
2. To maintain plastic waste positive status every year.
3. Use 30%, 10%, and 5% of recycled plastic packaging content in plastic packaging of non-food grade items for Category I, Category II, and Category III plastics, respectively, by FY 2026.

Energy & water:

1. Achieve >60% energy from renewable and cleaner sources in the total energy mix by FY 2026.
2. Reduce Water Intensity in operations by 30% by FY 2026 from base year FY 2019.
3. Reduce energy intensity 30% by FY 2026 from base year FY 2021.
4. Become Water Positive in Own operations and communities by FY 2030.

Diversity:

1. Achieve 21% gender diversity at managerial level by FY 2028.

Social Impact:

1. To positively impact and transform lives of 3 million individuals by FY 2024 and 5 million by FY 2030 through social interventions focused on creating empowered and self-reliant communities.
2. Sustainably cultivate medicinal & aromatic plants across 15,000 acres by FY 2030.
3. Enhance livelihood of more than 13,500 farmers' families by FY 2030 (100% increase over 2020).

6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.**Climate & Biodiversity:**

1. 100% of DIL's own operations are outside biodiversity sensitive zones.
2. Achieved the target of 'zero coal-based emissions' from our operations in the reporting year.
3. Mitigated 78% of risk associated with critical endangered herbs mitigated through conservation and restoration measures in the reporting year.

Sustainable Sourcing:

1. 86% sustainable sourcing of high deforestation risk materials in the reporting year.

Circular Economy:

1. 86% recyclable packaging consumption in the reporting year.
2. Maintained plastic positivity status in the reporting year.



3. In the reporting year, use of recycled plastics in 'Category I' is 1% (Exit rate-6.5%), 'Category II' is 0.07% (Exit rate-2.6%) and 'Category III' is 0%.

Energy & Water:

1. 51% of the total energy consumed in operations is from renewable sources in the reporting year.
2. In the reporting year we achieved 16% reduction in energy intensity (GJ/MT) from the baseline.
3. In the reporting year we achieved 29% reduction in water intensity (KL/MT) from the baseline.
4. Water conservation capacity within the community enhanced to 2,08,427 KL, marking a 355% increase over previous year.
5. Water conservation capacity within our factories enhanced to 2,47,589 KL.

Diversity:

1. 13% gender diversity at managerial level in the reporting year.

Social Impact:

1. Positively impacted lives of 3.05 million people during the reporting year through CSR interventions focused on creating empowered and self-reliant communities.
2. Sustainably cultivated medicinal and aromatic plants on 10,145 acres of land.
3. Engaged 10,877 farmers in cultivation of herbs and 15,374 beekeepers, enhancing their livelihoods.

Governance:

1. Board diversity increased from 7% to 13% in the reporting year.
2. Appointment of lead independent director in May 2023.
3. 100% independent audit committee.
4. 90.8% board meeting attendance.
5. 89.7% average attendance of all board-level committee meetings.

Governance, Leadership and Oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements

Sustainability is at the heart of Dabur, a name that evokes feelings of trust among our consumers, employees, suppliers, and business associates. For over 140 years, we have been committed to delivering products that enhance the quality of life and well-being our consumers while ensuring our actions positively impact society and the environment.

At Dabur, we have long recognised that Environment, Social, and Governance (ESG) stewardship is core to our purpose. This commitment is embodied in Project "Prakriti – Growing with Nature", our response to global challenges such as Climate Change, Water Scarcity, Plastic Pollution and Inequality.

We have set a goal to become a Net Zero Emissions Enterprise across the entire value chain by FY 2045. Over the past year, we have made significant strides in this direction through actions on emission reduction, renewable energy consumption, water conservation, biodiversity protection, safely reclaiming plastic packaging at the end of life of products, sustainably sourcing of high deforestation risk materials, mitigating the risk associated with critically endangered herbs through afforestation and, while promoting diversity & inclusion and fostering profitable, sustainable growth. I am pleased to share the remarkable progress we have made on several fronts:

1. Eliminated coal usage across operations in FY 2023-24, a year ahead of our target.
2. Achieved a 29% reduction in our Water Intensity.
3. Reduced our Energy Intensity by 16%.
4. Enhanced our Gender Diversity target for FY 2028 to 21% across all management positions.



5. Transformed lives of 3.05 million people through our CSR interventions.
6. Sustainably sourced 86% of high deforestation risk materials
7. Consumed 86% recyclable packaging.

While we've made a good start on our journey to transform Dabur into a global sustainability leader, there is still much work to be done. Looking ahead, we remain steadfast in our commitment to advancing our ESG initiatives while driving profitable growth. We will continue to innovate, collaborate, and adapt to evolving environmental and social challenges, recognising that our success is intrinsically linked to the well-being of the planet and society.

Our pursuit of ESG excellence is not just a moral imperative but a strategic one. By integrating sustainability into our business model, we are not just mitigating risks but enhancing our reputation and creating long-term value for all our stakeholders. In the process, we are building an organization deeply valued by our people.

Sincerely,

Mohit Malhotra

CEO, Dabur India Limited

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). Chief Executive Officer - Mr. Mohit Malhotra

- 9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.** Yes. We have a board-level ESG Committee responsible for the oversight of ESG-related matters. Refer details of members of the ESG committee below:

S. No.	Name	Designation	Category	DIN
1	Mr. Mohit Malhotra	Chairman	Executive Director	08346826
2	Mr. P. D. Narang	Member	Executive Director	00021581
3	Mr. Mukesh Hari Butani	Member	Independent Director	01452839
4	Mr. Rahul Awasthi	Member	Head of Operations	NA
5	Mr. Biplab Baksi	Member	Head of Human Resources	NA
6	Mr. Ashok K. Jain	Member	Executive V P (Finance) & Company Secretary	NA
7	Mr. Ankush Jain	Member	Chief Financial Officer	NA
8	Mr. Byas Anand	Member	Head of CSR	NA

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee										Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9	
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	The policies are reviewed periodically as per the requirements.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly	Quarterly



11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency

P1	P2	P3	P4	P5	P6	P7	P8	P9
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

TÜV SÜD South Asia Pvt. Ltd.

12. If all Principles are not covered by a policy, reasons to be stated.

Questions	P 1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA



SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE.****Essential Indicators****1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:**

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	1	All Board of Directors are governed by the Code of Ethics and Conduct and affirm compliance with the same annually	100%
Key Management Personnel	3	<ol style="list-style-type: none"> All KMPs go through Code of Ethics and Conduct during joining along with declaration of the understanding. All KMPs are governed by and given access through our website/portals on our Human Rights, Non-Discrimination and Anti-Harassment, POSH and Direct Touch Policy All KMPs are governed by and given access through our website/portals on our Anti-Bribery and Anti-Corruption Policy 	100%*
Employees other than BODs and KMPs	6	<ol style="list-style-type: none"> All employees and workers go through Code of Ethics and Conduct during joining along with declaration of the same. All employees and workers are governed by and given access through our website/portals on our Human Rights, Non-Discrimination, and Anti-Harassment, POSH and Direct Touch Policy, Code of Ethics and Conduct All employees are governed by and given access through our website/portals on our Anti-Bribery and Anti-Corruption Policy Mental Wellness - Dabur Employee Assistant Program (EAP) through which employees have access to professional Counselling Services, e-workshops, self-assessment tools as well as self-help content for mental and emotional wellbeing. 	100%*

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
		5. Physical Wellness - Access to a health consultant for consultation. 6. All employees and workers have been covered under Data Privacy and Cyber Security trainings.	
Workers	1	Contractual employees and workers Trainings on Health & Safety in manufacturing operations/Units.	94%

*All employees are mandated to abide by the Code of Ethics & Conduct when joining the company.

We also have Human Rights, Non-Discrimination and Anti-Harassment, POSH, Direct Touch, Anti-Bribery and Anti-Corruption policies in place which governs all our employees and is accessible to them through company portals and websites etc. Additionally, extracts of the Factory Act prohibiting child / bonded Labour and minimum wages are displayed in factory premises for perusal of all direct / indirect employees. We are further strengthening our processes by assigning training courses to employees through internal portal.

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

During FY 2023-24, there were no material fines / penalties / punishments / awards / compounding fees / settlements as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 imposed on the Company or its Directors/KMPs.

a. Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Punishment/ Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

b. Non-Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Nil	Nil
Nil	Nil



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

Yes, we have implemented a robust Anti-Bribery and Anti-Corruption Policy, underscoring our unwavering commitment to legal and regulatory compliance and bribery and corruption prohibition. This policy is reinforced by our Code of Ethics & Conduct and Direct Touch policy (whistleblower policy). We ensure that all employees have access to these policies via internal portals to ensure complete awareness. The policy encourages employees to promptly report any concerns related to bribery, malpractice, or breaches of policy or laws. Suspected violations are thoroughly reviewed and investigated, and disciplinary action, including termination of employment, may be taken as necessary in alignment company rules. Our zero-tolerance approach extends to all operations and prohibits any form of bribery. Additionally, we provide a 24/7 independent hotline (1800-103-1644) for reporting incidents.

Anti-Bribery and Anti-Corruption policy can be accessed through: <https://www.dabur.com/sites/default/files/2023-05/Anti-Bribery-Anti-Corruption-Policy.pdf>

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

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

Topic	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of KMPs	0	-	0	-

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

Not applicable as no such penalties were levied in the reporting year.

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

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	135	138



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

Category	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	20%	18%
	b. Number of trading houses where purchases are made from	252	237
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	35%	41%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	68%	70%
	b. Number of dealers / distributors to whom sales are made	7,214	6,242
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	3%	3%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	15%	14%
	b. Sales (Sales to related parties / Total Sales)	1%	1%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	14%	23%
	d. Investments (Investments in related parties / Total Investments made)	9%	10%

Leadership Indicators

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

Total number of training and awareness programmes held	Topics/principles covered under the training	%age of persons in value chain covered by the awareness programmes
2	Sustainable supply chain program, ESG frameworks and trends, material issues, evaluation of ESG risk of business, 9 principles of NGRBC	31%*

*The above awareness programmes coverage is for supply chain partners only

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

Yes, we have robust processes in place to avoid and manage conflicts of interest involving members of the Board. To ensure transparency and integrity, Dabur mandates that all Board members submit a declaration annually, confirming their compliance with the Dabur Code of Conduct. By ensuring regular compliance checks and transparency, we actively manage potential conflicts of interest, safeguarding the integrity of its governance practices.



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



Essential Indicators

- Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

Type	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)	42%	40%	<p>Dabur is committed to formulating products that prioritize consumer well-being while minimizing their impact on the environment. Our dedication extends to providing healthier choices and fostering social welfare.</p> <p>Within our Home and Personal Care line, we emphasize sustainability by incorporating natural ingredients rather than petrochemical derivatives and reducing the presence of hazardous chemicals. Some of new launches in skin and hair product are free from harmful chemicals like phthalate, parabens, etc. and contains natural ingredients enabling us to reduce the environmental impact while improving the product quality. Some examples include ‘Fem Handwash’ is based on plant-based ingredients, ‘Oxylife tan removal cream’ is made by using natural ingredients, ‘Cool King Thanda Oil’ is launched with natural and ayurvedic actives, offering consumer benefits of relaxation. In our air freshener portfolio, ‘Odonil water-based spray’ is a greener product with less usage of petrochemicals, aligning with our commitment of reducing hazardous chemical.</p> <p>In the healthcare segment, our traditional products contain natural ingredients and herbs which encourage a healthy lifestyle. We also offer a range of natural alternatives to chemical-based medications. By promoting a more sustainable and ecofriendly approach to healthcare, we strive to improve the health and wellbeing of individual and communities.</p> <p>In our food dimension, we’re committed to reducing sugar content in our products without compromising on taste or quality demonstrate our commitment to promoting healthier options for our customers. New variants of Real active juice have no added sugar. It is crafted from 100% locally sourced ingredients, minimizes the transportation requirements, promotes local farmers for sustainable income sources, and reduces the carbon footprints.</p>



Type	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Details of improvement in social and environmental aspects
			Our focus on product innovation aimed at promoting social well-being and minimizing environmental impact underscores our commitment to a healthier and more sustainable future.
Capital Expenditure (CAPEX)	12.80%	11.00%	Renewable energy consumption and efficient energy management is the foundation of its strategy towards managing environmental footprint. Ensuring less energy in operations has been a focus area for Dabur and we have undertaken capital expenditure projects towards enhancing energy efficiency, elimination of coal usage in our operations and use of green energy, new biomass boilers installation, harnessing solar energy for generating electrical power, etc. during the year. This not only helps us reduce our carbon footprint but also provides a reliable and sustainable source of energy.
			<p>We are committed to implementing comprehensive water conservation measures across our production sites, proximate communities and throughout the value chain. We are prioritizing water stewardship by effective water conservation and reutilization programmes, embracing the “Reduce, Reuse, Recycle” (3R) practice. By adopting these measures, we aim to minimize our impact on local watersheds and reduce our reliance on freshwater withdrawals, ensuring a sustainable and responsible approach to water management.</p> <p>At Dabur, our commitment extends beyond environmental sustainability to include the health, safety, well-being, and development of our workforce. We have implemented various programs to support and enhance these crucial aspects, ensuring a holistic approach to sustainability that prioritizes our people.</p>

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

Yes

b. If yes, what percentage of inputs were sourced sustainably?

28.5%

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

Product	Process to safely reclaim the product
a. Plastics (including packaging)	Dabur has achieved the milestone of becoming the foremost Indian Plastic Waste Positive FMCG Company in the previous year through the successful implementation of an integrated waste management program, forged in collaboration with numerous partners nationwide. Continuing its steadfast commitment to environmental stewardship, Dabur has effectively collected and responsibly managed 41,100 tonnes of post-consumer plastic waste in the fiscal year 2023-24, marking a significant increase from the previous year's collection of 35,000 tonnes.
b. E-waste	Not Applicable
c. Hazardous waste	Not Applicable
d. Other waste	Not Applicable



4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Yes, Extended Producer Responsibility (EPR) is applicable to Dabur. Our waste collection plan aligns with the Extended Producer Responsibility (EPR) Plan submitted to the Pollution Control Board. By implementing this plan, we are ensuring that our operations are in line with the best environmental practices and are contributing to a cleaner and greener future. We are committed to our sustainability goals and are continuously striving to improve our environmental performance. We have been collecting and processing more plastic packaging waste from across India than the plastic used in the packaging of our finished products. Dabur has effectively collected and responsibly managed 41,100 tonnes of post-consumer plastic waste in the fiscal year 2023-24, marking a significant increase from the previous year's collection of 35,000 tonnes.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format:

At Dabur, we are committed to "Growing Sustainably" by integrating sustainability as a core value into our business strategy. We remain dedicated to fostering responsible practices that benefit both our planet and our stakeholders. In this direction, we conducted a comprehensive Life Cycle Assessment (LCA) for four power brands covering 50% of our consolidated revenue during the FY 2023-24.

The LCA, conducted in accordance with ISO 14040/44 standards by an accredited external partner, serves as a pivotal tool in identifying opportunities to minimize the environmental footprint of our products across their entire life cycle. From the procurement of raw materials to manufacturing, distribution, consumer use, and safe disposal, we are committed to ensuring sustainability at every stage of our products' journey.

This initiative aligns with our commitment to the Science Based Targets initiative (SBTi) to achieve Net Zero Emissions. By conducting LCAs, we take proactive steps towards meeting our Net Zero targets, allowing us to analyse and address the key challenges involved in reducing emissions associated with our power brands, from sourcing to point of sale.

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
10304	Juice	20%	Cradle to Grave	Yes	Currently results are not disclosed in public domain
21003	Dabur Chyawanprash	7%	Cradle to Grave	Yes	
21003	Dabur Honey	7%	Cradle to Grave	Yes	
20235	Toothpaste	16%	Cradle to Grave	Yes	

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

We have conducted a comprehensive Life Cycle Assessment (LCA) for four of our power brands across all categories covering ~50% of revenue. The LCA results revealed no significant negative environmental impacts. Dabur is in process of utilizing the LCA results to drive reduction in its overall emission footprints.

S. No.	Name of the product	Description of the risk	Action Taken
1	NIL	NIL	NIL



3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate Input Material	Recycled or re-used input material to total material	
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Packaging Materials	19%	20%

1. Tetra pack laminates are 100% sustainable sourced through FSC certified value chain partners.
2. Majority of the products being consumables, 66% (FY 2022-23) and 67% (FY2023-24) of the raw materials used cannot be classified as recycled or reused.
3. In line with our performance in FY 2022-23, our commitment to recycling and reusing packaging materials has remained consistent for input materials such as CBB, glass, and mono cartons. Notably, we have increased our use of recycled PET bottles. The cost reduction in CBB due to deflation resulted in a 1% drop in its usage percentage.

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

In reporting year, approximately 73% of post-consumer plastic waste was recycled and 27% was safely disposed through waste to energy recovery. Dabur has maintained its plastic positivity by processing 103% post-consumer plastic waste.

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Reused	Recycled, MT	Safely Disposed, MT	Reused	Recycled, MT	Safely Disposed
Plastics (including packaging)	0	30,090	11,010	0	23,596	11,404
E-waste	NA	NA	NA	NA	NA	NA
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA

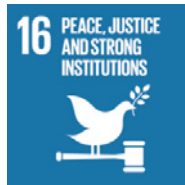
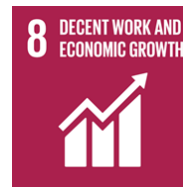
5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Food & Beverage	49%
Healthcare	39%
Home and Personal Care	65%

The above data represents the packaging material reclaimed. As our products are consumables, only the packaging materials can be reclaimed. This reclaimed packaging materials has been categorised based on the product categories in the above table.



PRINCIPLE 3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS



Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities*	
		No.(B)	%(B/A)	No. (C)	%(C/A)	No.(D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Employees											
Male	3,786	3,786	100%	3,786	100%	NA	NA	3,786	100%	0	0%
Female	239	239	100%	239	100%	239	100%	NA	NA	239	100%
Total	4,025	4,025	100%	4,025	100%	239	100%	3,786	100%	239	100%
Other than Permanent Employees											
Male	4,052	3,892	96%	3,763	93%	NA	NA	0	0%	0	0%
Female	563	540	96%	516	92%	563	100%	NA	NA	0	0%
Total	4,615	4,432	96%	4,279	93%	563	100%	0	0%	0	0%

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

Category	% of Workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities*	
		No. (B)	%(B/A)	No. (C)	%(C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Workers											
Male	1,305	1,305	100%	1,305	100%	NA	NA	1,305	100%	0	0%
Female	37	37	100%	37	100%	37	100%	NA	NA	37	100%
Total	1,342	1,342	100%	1,342	100%	37	100%	1,305	100%	37	100%

Category	% of Workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities*	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)

Other than Permanent Workers

Male	4,744	4,744	100%	4,744	100%	NA	NA	0	0%	0	0%
Female	118	118	100%	118	100%	0	0%	NA	NA	0	0%
Total	4,862	4,862	100%	4,862	100%	0	0%	0	0%	0	0%

*100% of permanent women workforce are covered under day-care facilities as applicable.

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

Type	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the company	0.16%	0.15%

2. Details of retirement benefits, for current financial year and previous financial year:

Sr.No.	Benefits	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)
		1	PF	100%	100%	Y	100%
2	Gratuity	100%	100%	Y*	100%	100%	NA
3	ESI	100%	100%	Y	100%	100%	Y
4	Others – Life Insurance	100%	100%	Y	100%	100%	Y

* Employer deposited Gratuity to LIC

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

Dabur's facilities are partially accessible for differently abled individuals. However, we are making strides towards greater inclusivity by establishing new infrastructures that cater to the needs of differently abled individuals. Some of our manufacturing units already have adequate facilities to support the working needs of differently abled employees.

Moreover, Dabur aims to take further steps, including modernizing its older facilities, to remove barriers and improve access. We remain committed to promote equal opportunity within the workplace, ensuring that all employees and workers can fully engage and contribute.



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

We are proud to be an equal opportunity employer, and this principle is not only reflected on our website but also ingrained in our ways of working as governed by our Code of Ethics & Conduct. Our Human Rights policy clearly outlines that at Dabur, all employees are evaluated solely on their performance, regardless of their race, religion, caste, gender, sexual orientation, age, or disability, ensuring no discrimination in recruitment, remuneration, promotion processes and career development.

Website Link: <https://www.dabur.com/life-at-dabur-old>

Human Rights Policy Link - <https://www.dabur.com/sites/default/files/2022-10/3261-Human-Rights-Policy.pdf>

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

Gender	Permanent employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100%	93%	100%	98%
Female	80%	75%	NA*	NA*
Total	95%	89%	100%	98%

* No female permanent worker has availed maternity leave during the reporting year.

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

Category	Yes/ No	Details of the mechanism in brief
Permanent Workers	Yes	We have a comprehensive whistle-blower and protection policy, known as "Direct Touch," to offer clear guidance on how to raise concerns. As part of this initiative, a dedicated team is available to address complaints promptly. Furthermore, an independent 24/7 hotline (1800-103-1644) has been established for the confidential reporting of any incidents. For more detailed information, please refer to the Direct Touch policy document available at the following link: https://www.dabur.com/sites/default/files/2021-05/164-Direct-Touch-1.4.2021_0.pdf
Other than Permanent Workers	Yes	At each of our factories, we have established grievance redressal committees that convene regularly to evaluate incoming issues and implement corrective measures in response to any complaints. Furthermore, as part of our Direct Touch initiative, we have a dedicated team in place to promptly address complaints. Additionally, an independent 24/7 hotline (1800-103-1644) has been set up to facilitate the reporting of any incidents.
Permanent Employees	Yes	We have a comprehensive whistle-blower and protection policy, known as "Direct Touch," to offer clear guidance on how to raise concerns. As part of this initiative, a dedicated team is available to address complaints promptly. Furthermore, an independent 24/7 hotline (1800-103-1644) has been established for the confidential reporting of any incidents. For more detailed information, please refer to the Direct Touch policy document available at the following link: https://www.dabur.com/sites/default/files/2021-05/164-Direct-Touch-1.4.2021_0.pdf
Other than Permanent Employees	Yes	Our Direct Touch policy extends beyond employees to encompass our business associates as well. We have established a dedicated team under the Direct Touch initiative to promptly address complaints from both employees and business associates alike. Additionally, an independent 24/7 hotline (1800-103-1644) is available for reporting any incidents, ensuring transparency and accountability across our operations.



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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Permanent Employees						
Male	3,786	0	0%	3,742	0	0%
Female	239	0	0%	223	0	0%
Total	4,025	0	0%	3,965	0	0%
Permanent Workers						
Male	1,305	150	11%	1,318	70	5%
Female	37	0	0%	36	0	0%
Total	1,342	150	11%	1,354	70	5%

8. Details of training given to employees and workers:

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total	On Health and safety measures		On Skill upgradation		Total	On Health & safety measures		On Skill upgradation	
		No.	%	No.	%		No.	%	No.	%
Employees										
Male	3,786	821	22%	2,596	69%	3,742	322	9%	2,500	67%
Female	239	110	46%	79	33%	223	13	6%	46	21%
Total	4,025	931	23%	2,675	66%	3,965	335	8%	2,546	64%
Workers										
Male	1,305	1,065	82%	1,037	79%	1,318	911	69%	895	68%
Female	37	27	73%	23	62%	36	17	47%	18	50%
Total	1,342	1,092	81%	1,060	79%	1,354	928	69%	913	67%


Above mentioned data is for permanent employees and workers only. However, occupational health & safety related trainings have been organised for contractual workers also during the year.



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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who had a career review (D)	% (D/C)
Employees						
Male	3,786	3,786	100%	3,742	3,742	100%
Female	239	239	100%	223	223	100%
Total	4,025	4,025	100%	3,965	3,965	100%
Workers						
Male	1,305	1,305	100%	1,318	1,318	100%
Female	37	37	100%	36	36	100%
Total	1,342	1,342	100%	1,354	1,354	100%

10. Health and safety management system:

<p>a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No) If yes, what is the coverage of such system?</p>	<p>a) Yes, Dabur has an occupational health and safety (OHS) policy duly authorised by the board-level ESG Committee and signed by the CEO. A robust OHS system has been implemented company wide. In addition, factories have ISO 45001:2018 Health & Safety, ISO 14001 :2015 Environment certifications.</p>
<p>The occupational health and safety and related policies can be accessed on the link below: https://www.dabur.com/investor/corporate-governance/policies-related-documents</p>	
<p>b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?</p>	<p>b) Various processes are in place to identify the work-related hazards and assess risks such as Hazard Identification & Risk Assessment (HIRA), Permit to work system, Management of Change etc.</p>

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks? (Yes/No)	c) Yes
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	d) Yes

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

Safety Incident/Number	Category*	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.03	0.045
	Workers	0.09	0.05
Total recordable work-related injuries	Employees	8	3
	Workers	5	2
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

*Including in the contract workforce

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

At Dabur, we are committed to maintaining a safe and healthy workplace for all our employees. We have implemented multiple programs to promote workplace safety and physical as well as mental well-being. Our Employee Assistance Program provides mental health and well-being support to our employees, including a range of reliable self-help resources and personalized help from professional psychological counsellors.

In our manufacturing units, we provide regular trainings on Machine, Electrical, Chemical Safety, Fire Prevention, Work-Permit Systems, Product Handling, Road Safety, etc. to make our employees aware on best safety practices to mitigate any losses. In addition, we have internal trained team which does hazard identification and risk assessments of various operations sites as well as we conduct safety audits and health audits in line with ISO 45001 standards through third-party agencies, etc. across all our manufacturing operations.

During the year, we have implemented a mobile and web-based digital platform for reporting of unsafe acts / unsafe conditions and incidents. Every employee can access the platform for real-time reporting, monitoring and tracking.

To maintain a safe workplace and educate our employees, we also regularly conduct awareness sessions /trainings on Prevention of Sexual Harassment. As we acknowledge the importance of overall well-being, we conducted sessions for our employees to provide insights on physical, mental and emotional health. We have also partnered with a senior medical professional to provide free consultation services and continuous webinars on various health topics. To integrate wellness into our employees' daily lives, we have created a 'Gym' facility at our corporate office and launched 'biggest weight loser' contest for active participation.



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

Topic	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessments for the year:

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

All the manufacturing facilities are assessed by a competent third party on occupational health & safety practices and working conditions annually. Compliance of the actionable points are being reviewed at different level of Management including Head of Manufacturing, Head of Operations, Risk Committee, etc.

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

During the reporting period, we did not report any fatalities or high-impact injuries of its employees while on duty. However, to maintain a safe working environment, we undertake stringent measures, including but not limited to proactive risk assessments, safety-related training, access to first aid, mandatory use of PPEs in operations, standard hygiene protocols, free access to medical professionals, psychologists and webinars for employees.

We have a safety committee in each of our manufacturing operations that meets regularly to address and formulate actions to ensure a safe work environment. Periodic mock drills are conducted across manufacturing operations. For any modifications, routine maintenance, electrical installations, erection, and commissioning of machines, work permits are issued as per the defined safety guidelines of the organization.

Leadership Indicators**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N)?**

Yes, we have a term insurance policy, group personal accident insurance policy as well as gratuity life cover, EDLI and ESI that applies to 100% of all permanent employees and permanent workers.

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

Dabur believes in maintaining transparent and compliant business practices across our value chain. We ensure that statutory dues pertaining to indirect taxes (GST) have been deducted and deposited for all our value chain partners involved in sourcing. As of Q4 FY 2023-24, GST reconciled for 99% of value chain partners. Our meticulous verification process, which uses GST 2B (an auto-drafted ITC statement), ensures that we accurately credit the GST paid by our partners.

To further strengthen compliance, we encourage our value chain partners to ensure that all other statutory dues, such as those for PF, ESIC, etc., have been deducted and deposited. We also collaborate with our partners to upload / submit necessary documents. By working together, we uphold the highest standards of compliance and build a sustainable future for our businesses and communities.



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

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

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

Yes, we have tie-ups with industry-leading vendors wherein their services can be availed for transition assistance of exiting employee basis nomination in the space of resume building, career coaching, networking, exploring relevant opportunities, etc.

5. Details on assessment of value chain partners:

Topic	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	57%
Working Conditions	57%

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

Dabur is committed to ensuring the health and safety of our value chain partners by promptly addressing any health and safety incidents. We work diligently with our partners to improve their business practices and promote a healthy and secure workplace environment.

To uphold our commitment to health and safety, we have implemented service agreements with our vendor partners and extended third-party workforce. The Service Provider acknowledges compliance with Dabur's Policies as an integral part of the agreement, and any breach of these policies may result in appropriate action being taken.



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



Essential Indicators

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

Dabur employs a systematic approach to identify and engage with key stakeholders, aiming to strengthen relationships and enhance mutual understanding. The process involves assessing and identifying individuals, groups, or institutions that contribute value to the corporation's business chain as core stakeholders. This includes both internal stakeholders such as employees and leadership, and external stakeholders such as business associates, shareholders, investors, customers, suppliers, and the wider community. We prioritize open, honest, and transparent communication with stakeholders.

Dabur conducts comprehensive materiality assessments, which include stakeholder engagement activities. These engagements entail reaching out to various groups of identified stakeholders through methods like one-on-one calls and questionnaire dissemination among employees, gathering their perspectives and insights.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Communities	Yes	One-to-one meetings; Focused Group Discussions; Pamphlet distribution, NGO Partners, social media, etc.	Regularly	<ul style="list-style-type: none"> Need assessments for CSR projects and development programs to understand community needs and preferences. Post-implementation project upkeep & management, Social impact assessments Grievance redressal to address any concerns or feedback from stakeholders
Investors (other than shareholders)	No	E-mail, SMS, advertisements, website, newspapers, investor conferences, annual report, analyst meetings etc.	Regularly	<ul style="list-style-type: none"> Communication on general updates New product developments Queries resolution Business performance

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
				<ul style="list-style-type: none"> ESG (Environmental, Social and Governance) Updates Events and activations such as campaigns and announcements
Shareholders	No	E-mail, SMS, advertisements, website, newspapers, investor conferences, analyst meetings etc.	Regularly	<ul style="list-style-type: none"> Communication on dividend updates Annual updates - overview of our performance, strategies, and achievements throughout the year ESG (Environmental, Social and Governance) Updates New product development
Employees and workers	No	Townhalls, e-mail, notice board, intranet etc.	Regularly	<ul style="list-style-type: none"> Communication on Rewards and Recognitions Talent management New opportunities CSR & Sustainability updates Training programs Employee assistance programs Company performance updates Any relevant changes in policies or procedures Employee volunteering programs
Customers	No	Call Centre, Website, trade shows, Haats, Melas and fairs	Regularly	<ul style="list-style-type: none"> Communication on new product development Current and future business management Receiving feedback on product and services
Value Chain Partner	Yes	Email, website, supplier meets, etc.	Regularly	<ul style="list-style-type: none"> Supply chain management Query resolution and grievance redressal Sustainability initiatives, Any relevant changes in policies or procedures



Leadership Indicators

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

We have conducted a comprehensive stakeholder engagement and materiality assessment exercise with the assistance of an external consultant in FY 2021-22 and this will be undertaken every 3 years. This exercise involves gathering feedback and input from all groups of stakeholders to determine what aspects are significant to the business. The identified gaps and observations from this extensive evaluation process are then communicated to senior management to prompt appropriate remedial actions. Updates on these actions are then channelled to the Board of Directors through different committees, including CSR, ESG, and Risk Management committee. The committee meetings serve as platforms for discussing and addressing economic, environmental, and social topics, ensuring that the Board remains informed and engaged in key strategic areas.

ESG Committee plays a vital role in assisting the Board in fulfilling its oversight responsibilities across environmental, health and safety, sustainability, diversity, equity and inclusion, community issues, and corporate governance realms. By addressing these critical areas, the ESG Committee helps uphold Dabur's commitment towards responsible and sustainable business practices.

Furthermore, senior management communicates any necessary changes and corporate social responsibility CSR activities and social initiatives during CSR Committee meetings, aligning with program objectives, challenges, and input received from stakeholder interactions. This ensures that our CSR efforts effectively address stakeholder expectations and societal needs.

2. a. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics? (Yes / No).

Yes. In our most recent materiality assessment, which was conducted in FY 2021-22, we ensured that a wide spectrum of sustainability issues was incorporated into the risks and opportunities considered across the company. The assessment was undertaken by an independent third party to ensure complete confidentiality and impartiality. Our assessment identifies 19 material issues which were subsequently grouped into 15 thematic material areas. Detailed material issues have been provided in the stakeholder engagement section and materiality section of our Annual Report and Page 15 to 22 of the BRSR.

b. If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Stakeholder input received on the material topics has been integrated into Dabur's policies and activities. These inputs have guided us in making strategic decisions that prioritize sustainability, accountability, and stakeholder engagement. Dabur has articulated a comprehensive commitment across key focus areas such as Climate Change & Biodiversity, Circular Economy, Sustainable Sourcing, Energy and Water, Social impact, and Corporate Governance. These commitment serves as a guiding framework to empower value chain partners in building resilient and sustainable business ventures. Furthermore, Dabur will incorporate people and planet-positive goals into its talent management and stakeholder engagement strategies, fostering an ESG-centric culture within its business ecosystem.

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

Dabur has implemented several initiatives to engage with and address the concerns of vulnerable and marginalized stakeholder groups. Our approach involves having development executives stationed at various plant locations, supported by local volunteers, to ensure direct engagement with these communities. Additionally, unit heads and unit HR heads in other locations work closely with communities, facilitating daily interactions to promptly address queries and concerns.

Regular meetings with vulnerable and marginalized groups are conducted to gain insights into their needs, allowing us to tailor development programs accordingly. Through these engagements, specific concerns have been identified, leading to the development and rollout of targeted interventions during the year.



- 1. Malnutrition & Healthcare:** We organized health and nutrition awareness programs, provided seeds for growing nutritious vegetables, and conducted health, menstrual hygiene and oral hygiene camps. Special programs were organized for educating children about personal safety. Targeting the young kids, particularly the girl child in these communities, we organized special activity based and interactive programs to educate them about 'Good Touch' and 'Bad Touch'.
- 2. Access to Sanitation:** We supported households in constructing toilets to address the lack of proper sanitation facilities. We also conduct regular surveys and audits to identify toilets that are not maintained properly. The households are then educated about proper maintenance and even supported in revamping them, wherever needed.
- 3. Quality of Education:** Ensuring an intellectually stimulating and transformative learning atmosphere, extending beyond the scope of basic education, one of the biggest aspirations of the vulnerable community. To address this need, we proactively set up 16 remedial education centers in 5 states where we provided basic education to out-of-school children and prepared them for formal schooling. In addition, we undertook a complete revamp and facelift of 21 schools in 7 states in 2023-24, benefiting 4,313 students. Under this, the entire school was refurbished with new classrooms, toilet blocks, boundary walls, potable water facility, kitchen area and hand wash area, etc. We ensured that the schools were made accessible and inclusive for individuals with disabilities, while also equipping select schools with well-equipped science labs and computer labs.
- 4. Access to Water:** Several vulnerable communities cited access to water as a key concern. To meet this need, we rolled out community-level water conservation initiatives in Ghaziabad (Uttar Pradesh); Pithampur (Madhya Pradesh) and Baddi (Himachal Pradesh) in 2023-24, which ensured that communities had access to potable water and water for their irrigation purposes all through the year. We have created total Water Conservation capacity of 208,427 KL within the community through these interventions, which marks a 355% jump over the previous year.
- 5. Access to Street Lights:** Absence of streetlights within villages was another big concern as darkness led to several crimes and limited access for the villagers. Together with the communities, we installed solar streetlights in these villages to enhance safety and security. In all, 82 Solar Street Lights/Equipment were set up in 6 villages and 3 schools in 2023-24.
- 6. Enhancing Farmer Income:** Understanding the needs of several low-income farmer groups and tribals in the country, we engaged them in cultivation of medicinal plants and herbs. We provided quality plantation material to these farmers free of cost and trained them in sustainable cultivation techniques, which is helping them improve their income.
- 7. Women Empowerment:** We operate 24 skill training centers across 5 states offering local women and girls training on income generation vocational skills like stitching, tailoring, beauty care, etc. These trainings go on to establish their own small ventures and earn livelihood. In FY2023-24, 1091 girls were trained at these centers. In addition, 15,374 farmers - largely women - were provided beekeeping training during the year, and another 31 women were supported to undertake livestock rearing as an income-generating activity.
- 8. Sports Training:** In response to specific demands in Assam, we hired local trainers and set up training camps for football and boxing, promoting sports talent in the region. We have hired local trainers and set up training camps to help youth and kids from the villages emerge as sporting talent for our country.

These actions reflect our commitment to addressing the concerns of vulnerable and marginalized groups, promoting their well-being, and fostering sustainable development.



PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS.**Essential Indicators**

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	4,025	4,025	100%	3,965	3,965	100%
Other than Permanent	4,615	4,615	100%	4,132	0	0%
Total Employees	8,640	8,640	100%	8,097	3,965	49%
Workers						
Permanent	1,342	1,342	100%	1,354	1,354	100%
Other than Permanent	4,862	4,862	100%	4,448	0	0%
Total Workers	6,204	6,204	100%	5,802	1,354	23%

We have a Code of Ethics & Conduct policy in place which covers the aspects of human rights. The employees are mandated to abide by these policies during joining the company and can also access the same during their tenure through our website/ company portals. We have a human rights policy as well as a POSH policy which is applicable to all our employees and is accessible to them via company portals/websites etc. Additionally, extracts of the Factory Act prohibiting child/bonded Labour and minimum wages are displayed in factory premises for perusal of all direct/indirect employees.

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

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total Count	Number of Employees Paid Minimum wage	% age of Employees Paid Minimum wage	Number of Employees Paid more than Minimum wage	% age of Employees Paid more than Minimum wage	Total Count	Number of Employees Paid Minimum wage	% age of Employees Paid Minimum wage	Number of Employees Paid more than Minimum wage	% age of Employees Paid more than Minimum wage
Employees										
Permanent										
Male	3,786	0	0%	3,786	100%	3,742	0	0%	3,742	100%
Female	239	0	0%	239	100%	223	0	0%	223	100%

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total Count	Number of Employees Paid Minimum wage	% age of Employees Paid Minimum wage	Number of Employees Paid more than Minimum wage	% age of Employees Paid more than Minimum wage	Total Count	Number of Employees Paid Minimum wage	% age of Employees Paid Minimum wage	Number of Employees Paid more than Minimum wage	% age of Employees Paid more than Minimum wage

Other than permanent

Male	4,052	142	3.5%	3,910	96.5%	3,760	332	9%	3,428	91%
Female	563	17	3%	546	97%	372	85	23%	287	77%

Workers**Permanent**

Male	1,305	0	0%	1,305	100%	1,318	0	0%	1,318	100%
Female	37	0	0%	37	100%	36	0	0%	36	100%

Other than permanent

Male	4,744	3,931	83%	813	17%	4,312	4,312	100%	0	0%
Female	118	41	35%	77	65%	136	136	100%	0	0%

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

	Male		Female	
	No.	Median remuneration/ salary/ wages of respective category, (INR)	No.	Median remuneration/ salary/ wages of respective category, (INR)
Board of Directors	13	16,60,000	2	10,20,000
Key Managerial Personnel	2	1,96,66,465	0	-
Employees other than BoD and KMP	3,784	7,21,564	239	11,00,000*
Workers	1,305	4,29,202	37	3,86,334

*At Dabur, we evaluate all employees based on performance, regardless of gender, ensuring a fair and non-discriminatory recruitment, compensation, and promotion process. In the above statistics, the median salary of women employees (other than the Board of Directors and Key Management Personnel) is higher due to their higher representation in managerial positions compared to junior non-managerial roles.

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

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	6%	6%



4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes. Dabur has established a team as part of its direct touch initiative, which focuses on whistle-blower protection and policy implementation, to address any human rights issues that may arise. Moreover, the Chairman of the Audit Committee is responsible for addressing any human rights issues that may have been caused or contributed to by the business.

In addition to the above, we have a dedicated toll-free hotline number (1800-103-1644) for anonymous reporting of issues/ concerns around the Code of Ethics & Conduct.

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

Dabur's Human Rights Policy emphasizes our commitment on providing effective remedies through company-based grievance mechanisms wherever human rights impacts occur. Our Code of Ethics & Conduct and Direct Touch (Whistleblower & Protection policy) provide a platform for our employees and individuals in the extended supply chain to report any violations. In addition, we have an independent 24/7 hotline no. 1800-103-1644 under Direct Touch initiative for reporting of any such incidents. We encourage our all stakeholders to voice any concerns they may have without fear of reprisal.

Upon receiving a disclosure of violation, the Direct Touch team investigates to verify its authenticity and veracity. In addition, to ensure the fairness in the grievance redressal process, we have appointed an Independent Director in the Direct Touch Committee. Based on the outcome of such investigation, the Direct Touch team recommends corrective action to the management within 30 days of the receipt of the disclosure. The management takes appropriate action immediately based on the Direct Touch team's recommendations.

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2	0	-	0	0	-
Discrimination at Workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of omen at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	0
Complaints on POSH as a % of female employees / workers	0.7%	0%
Complaints on POSH upheld	1	0

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

To raise awareness and educate our employees, we ensure online sessions/trainings and various policies such as the Human Rights Policy, Code of Ethics and Conduct, Non-Discrimination and Anti-Harassment Policy, Anti-Bribery and Anti-Corruption Policy, Direct Touch Policy, and Non-Discrimination and Anti-Harassment Policy are accessible to them.



Under our Prevention of Sexual Harassment Policy, we have constituted an “Internal Complaints Committee” for redressal of sexual harassment complaints (made by the victim) and for ensuring time bound treatment of such complaints. The policy outlines clauses on Protection to Complainant / Victim, wherein the company calls out its commitment to ensuring that no employee who brings forward a harassment concern is subject to any form of reprisal. Any reprisal will be subject to disciplinary action. We also ensure that the victim or witnesses are not victimized or discriminated against while dealing with complaints of sexual harassment. We are dedicated, to the greatest degree feasible, to safeguarding confidentiality.

As an equal opportunity employer, we evaluate all employees solely based on their performance, irrespective of their race, religion, caste, gender, sexual orientation, age, or disability ensuring that there is no discrimination in recruitment, remuneration, promotion processes, or career development.

Additionally, our Direct Touch initiative (whistleblower & protection policy) encourages stakeholders to report any malpractices within the organization. This policy has constituted a Direct Touch team to investigate complaints and recommend corrective actions. It ensures that disclosures of wrongful conduct are kept confidential and can be submitted anonymously. Such disclosures are confidential to the extent possible, convenient with the need to conduct an adequate investigation. No adverse action shall be taken against a stakeholder in “knowing retaliation” (defined as an adverse action taken by a supervisor or other authority against a stakeholder because of a prior disclosure of alleged wrongful conduct), who makes any good faith disclosure of suspect wrongful conduct to the Direct Touch team.

Policy can be referred below:

Non-Discrimination and Anti-harassment Policy: <https://www.dabur.com/sites/default/files/2022-10/3262-Non-Discrimination-policy.pdf>

Direct Touch Policy: https://www.dabur.com/sites/default/files/2024-05/237.21-%20Direct%20Touch%20Policy_Amended.pdf.

Human Rights Policy: <https://www.dabur.com/sites/default/files/2024-04/Dabur%20Human%20Rights%20Policy-link.pdf>

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

Yes. To ensure our commitment towards human rights, we have executed service agreements with our vendor partners and extended third party workforce which has been duly acknowledged by them.

All our suppliers are governed by the Supplier Code of Conduct. The supplier code of conduct document calls out that the organization expects all its suppliers to comply with all applicable laws in terms of labour and human rights, environment conservation, food safety and statutory compliance for business practices in true spirit & intent. The same also lays down the mechanism to report any illegal or unethical business practices at workplace without fear of reprisal.

10. Assessments for the year:

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

Dabur India Ltd. has internal tools and tracking mechanisms wherein we track statutory compliances across our operations.

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

Dabur has a robust human rights due diligence process through which we continuously assess and improve our ability to respond to any human rights-related issues. We have enhanced our Direct Touch policy by introducing an independent 24/7



hotline facility (No. 1800-103-1644) where employees can report their grievances. Additionally, employees can directly write to or contact their respective HR representatives.

To maintain a safe workplace and educate our employees, we regularly conduct awareness sessions/ trainings on human rights. Upon receiving a grievance, the Direct Touch team investigates to verify its authenticity and veracity. We also have an Independent Director in the Direct Touch Committee to ensure the fairness in the grievance redressal process.

Leadership Indicators

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

Dabur has a robust human rights due diligence process through which we continuously assess and improve our ability to respond to any human rights-related issues. We have enhanced our Direct Touch policy by introducing an independent 24/7 hotline facility (No. 1800-103-1644) where employees can report their grievances. Additionally, employees can directly write to or contact their respective HR representatives.

To maintain a safe workplace and educate our employees, we regularly conduct awareness sessions/ trainings on human rights. Upon receiving a grievance, the Direct Touch team investigates to verify its authenticity and veracity. We also have an Independent Director in the Direct Touch Committee to ensure the fairness in the grievance redressal process.

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

At Dabur, we respect and are dedicated to upholding the human rights of all our stakeholders. Our Human Rights Policy and due diligence practices encompass all Dabur employees, workers, including trainees, part-time and contractual workforce across our business units, entities we own, and entities in which we own a majority interest.

Our Human Rights and Non-Discrimination and Anti-Harassment policies outline the organization's commitment to identify issues covering child labour, forced labour, human trafficking, harassment and discrimination within our operations and extended value chain, and develop the mitigation plan for the same. We are an equal opportunity employer, and all employees are evaluated solely on their performance, regardless of their race, religion, caste, gender, sexual orientation, age, or disability, ensuring no discrimination in recruitment, remuneration, promotion processes and career development.

To ensure the protection of human rights, we have implemented a robust system of due diligence, continuous monitoring and grievance redressal across our operations through:

- Our internal audit tools and mechanisms to identify and assess any actual or potential non-compliance related to Human Rights and take necessary action as applicable.
- Our Direct Touch initiative (Whistle-blower & Protection policy), POSH policy, and Supplier Code of Conduct. We actively encourage stakeholders to raise any concerns or complaints related to human rights issues, and we address the grievances promptly and appropriately.
- Our grievance redressal committee in manufacturing units addresses all issues as appropriate.
- Our service agreements executed with vendor partners and extended third party workforce to ensure that they adhere to the human rights principles.

By implementing these measures, we strive to maintain the highest ethical standards and uphold human rights across our entire value chain.

Policies can be referred at:

1. Human Rights - <https://www.dabur.com/sites/default/files/2024-04/Dabur%20Human%20Rights%20Policy-link.pdf>
2. Whistle Blower and Protection Policy - https://www.dabur.com/sites/default/files/2021-05/164-Direct-Touch-1.4.2021_0.pdf
3. No-Discrimination and Anti-Harassment - <https://www.dabur.com/sites/default/files/2022-10/3262-Non-Discrimination-policy.pdf>



3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Our facilities are partially accessible for differently abled individuals. The new infrastructures which are being created provide access to differently abled individuals. Also, we have provided adequate facilities for working of differently abled employees in some of our manufacturing units. In addition, we aim to take further steps, including modernizing its older facilities, to remove barriers and improve access for differently abled individuals. We are committed to promote equal opportunity and ensure that all employees and workers can fully participate in the workplace.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	57%
Forced/involuntary labour	57%
Sexual harassment	57%
Discrimination at workplace	57%
Wages	57%
Others – please specify	-

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

At Dabur, we recognize the importance of upholding ethical and human rights standards throughout our value chain. Our supply chain partners conduct a comprehensive assessment of their business through a third-party audit agency and share the assessment certificate with us to ensure compliance. This audit has examined the ethical and human rights aspects of our partners' operations.

Moving forward, we remain committed to promoting and respecting human rights across our value chain. We encourage our vendors to do the same, and we will work collaboratively with them to promote responsible practices. Should any concerns arise, we have a supplier code of conduct in place to ensure that they are addressed in a timely and appropriate manner.

We believe that by promoting and respecting human rights, we can build a more sustainable and equitable future for all stakeholders. We will continue to prioritize this important work and work with our partners to create positive change.



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



Essential Indicators

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A) (Gj)	12,687	5,490
Total fuel consumption (B) (Gj)	3,58,300	3,49,396
Energy consumption through other sources (C) (Gj)	-	-
Total energy consumption (A+B+C) (Gj)	3,70,987	3,54,886
From non-renewable sources		
Total electricity consumption (D)	2,48,955	2,43,756
Total fuel consumption (E)	1,12,767	1,05,277
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	3,61,722	3,49,033
Total energy consumed (A+B+C+D+E+F)	7,32,709	7,03,919
Energy intensity per rupee of turnover (Total energy consumption, Gj / lakh rupees)	0.80	0.81
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue in lacs from operations adjusted for PPP)	18.40	18.55
Energy intensity in terms of physical output - (Total Energy / Production - GJ/MT)	2.00	2.05
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	Yes*	Yes*

* Dabur India Limited has appointed TUV to validate and assure reported environmental and safety data.



2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable

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

Parameters	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	11,86,771	12,90,195
(iii) Third party water	1,80,103	1,05,776
(iv) Seawater / desalinated water		0
(v) Others (Rainwater storage)		0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	13,66,874	13,95,971
Total volume of water consumption (in kilolitres)	11,85,216	12,56,385
Water intensity per rupee of turnover (<i>Water consumed, KL / lakh rupees</i>)	1.30	1.45
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue in lacs from operations adjusted for PPP)	29.77	33.12
Water intensity in terms of physical output – Water withdrawn vs Production (KL / MT)	3.71	4.06
Water intensity (optional) – the relevant metric may be selected by entity		
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	Yes*	Yes*

*Dabur India Limited has appointed TUV to validate and assure reported environmental and safety data.

4. Provide the following details related to water discharged:

Parameters	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	0	0
• No treatment		
• With treatment – please specify level of Treatment		
(ii) To Groundwater	0	0
• No treatment		
• With treatment – please specify level of Treatment		
(iii) To Seawater	0	0
• No treatment		
• With treatment – please specify level of Treatment		



Parameters	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
(iv) Sent to third parties, (in kilolitres)	1,75,601	1,39,586
<ul style="list-style-type: none"> No treatment With treatment – please specify level of Treatment 	Primary, Secondary & Tertiary	Primary, Secondary & Tertiary
(v) Others	0	0
<ul style="list-style-type: none"> No treatment With treatment – please specify level of Treatment 		
Total water discharged (in kilolitres)	1,75,601	1,39,586
Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	Yes*	Yes*

* Dabur India Limited has appointed TUV to validate and assure reported environmental and safety data.

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

At Dabur, we are committed to becoming water positive by FY 2030. Upholding the 3R (Reduce, Reuse, and Recycle) principle for water conservation and also strive to go beyond compliance to ensure sustainable water management. Our manufacturing units continuously strive to reduce raw water withdrawal and increase the utilization of treated water.

All our manufacturing locations are equipped with water usage monitoring systems, water-efficient technologies and efficient wastewater treatment systems like sewage treatment plants (STP) and effluent treatment plants (ETP). These systems enable us to repurpose treated wastewater for various purposes. According to our internal assessment, three of our manufacturing units are currently Water Positive, and another three units recharge or conserve approximately 70% of their water withdrawal. We have enhanced our water conservation capacity within our factories to 247,589 KL. Our water conservation initiatives have resulted in a 29% reduction in water intensity across India from the base year, despite our growing focus on the beverage portfolio. In FY 2023-24 alone, we achieved an approximate 9% reduction in water intensity.

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

Dabur has implemented various initiatives across our manufacturing facilities. These include the installation of Retro-fitting Emission Control Devices (RECD), deployment of filters, and the substitution of High-Speed Diesel with Piped Natural Gas (PNG). These measures are part of our commitment to reducing air pollutants and promoting cleaner operations in line with our sustainability goals.

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	MT	35	51
SOx	MT	11	20
Particulate matter (PM 10)	MT	52	56
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		Yes*	Yes*

*Dabur India Limited has appointed TUV to validate and assure reported environmental and safety data.



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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	12,185	13,573
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	49,644	48,172
Total Scope 1 and Scope 2 Emissions	tCO ₂ e	61,829	61,745
Total Scope 1 and Scope 2 emissions per lakh rupee of turnover	tCO ₂ e/lakh rupees	0.068	0.071
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO ₂ e / lakh rupees (adjusted for PPP)	1.55	1.62
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e / MT	0.17	0.18
Total Scope 1 and Scope 2 emission intensity (optional)– the relevant metric may be selected by the entity		-	-
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		Yes*	Yes*

- * Dabur India Limited has appointed TUV to validate and assure reported environmental and safety data.
- Biogenic CO₂ emission amounting to 46,430 metric tonnes of CO₂ in the FY 2023-24, and 45,190 metric tonnes in the FY 2022-23., are excluded from Total Scope 1 emissions mentioned above.
- Increase in ~400 MT (~1%) of scope 2 emissions due to the change in CEA emission factor from 0.71 to 0.716.

8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide detail.

Dabur has always been at the forefront of conserving energy in its operations with the objective of reducing greenhouse gas emissions and combating climate change. In alignment with the science-based targets, we have embarked upon a journey to achieve Net-Zero Emissions by FY 2045.

Efficient energy management and conservation is the foundation of its strategy towards managing its environmental footprint. Dabur has successfully reduced its energy intensity by 16% over the past four years.

Key initiatives taken during the year include:

- We have already eliminated coal from our operations by substituting the fossil fuel requirement by green fuels.
- Bio briquettes, biodiesel and husk/dry herbs are being used in boiler as a substitute for fossil fuel. In FY2023-24, 14% of our total energy in manufacturing sites was generated from the own operation's herbal waste.
- New captive roof top solar power plants (OPEX) were installed at Pant Nagar, Newai, Indore and Sahibabad locations. Also, Dabur made investments in open access solar PPA in Sahibabad manufacturing facility.
- Adoption of energy efficient motors and process equipment in operations.
- Implementation of energy conservation measures such as optimizing compressed air consumption through line modifications, addressing leakages and upgrading to next generation air compressors.



- Utilization of energy efficient LED lights & Variable frequency drives (VFDs) to optimize energy usage.
- Integration of process automation, process improvements, line integration, interlocking of equipment, sensor based (IoT) operations to enhance energy efficiencies.
- Deployment of robust condensate recovery systems and advanced monitoring in Boilers, incorporating IoT and AI technologies, alongside the integration of heat recovery systems, resulting in substantial energy savings.
- Emphasis on green energy usage within operations to reduce both scope 1 (direct emissions) and scope 2 (indirect emissions from energy purchase and use) emissions.

In the fiscal year 2023-24, Dabur derived 51% of its total energy consumption (scope 1 & 2) from renewable sources. With the initiatives implemented during this period, the company anticipates increasing the usage of renewable energy to 55% by the fiscal year 2025.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	2,009	1,535
E-waste (B)	6	5
Bio-medical waste (C)	3	5
Construction and demolition waste (D)	0	0
Battery waste (E)	0	2
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	162	150
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	21,359	23,513
Total (A+B + C + D + E + F + G+ H)	23,539	25,211
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.026	0.029
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.591	0.665
Waste intensity in terms of physical output (Total Waste in MT / Total Production in MT)	0.064	0.073
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of Waste		
(i) Recycled	6,671	6,434
(ii) Re-used	2,040	4,957
(iii) Other recovery operations	4,642	787
Total	13,353	12,178



Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of Waste		
(i) Incineration	77	71
(ii) Landfilling	6,257	12,962
(iii) Other disposal operations (Waste to energy recovery)	3,852	0
Total	10,186	13,033
Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency?	Yes*	Yes*

- * Dabur India Limited has appointed TUV to validate and assure reported environmental and safety data.
- Currently, waste herbs are utilized in operations, primarily in boilers, to optimize resource utilization. Any remaining quantity of waste herbs is safely sent to the cement industry for waste-to-energy recovery, totalling approximately 12 tons per day which were previously disposed through landfilling.
- In FY 2023-24, ~98% of waste disposed through landfilling/ incineration/ waste to energy is non-hazardous in nature (waste herbs, boiler ash, etc.)

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

Dabur has initiated measures across units to ensure waste minimization, segregation of waste at source and recycling. At all manufacturing locations, we follow the compliances as per Hazardous Waste Rules 2016 for Storage and Disposal process. All the generated hazardous waste is being collected and disposed by PCB authorized agencies. Dabur follows a proactive approach to manage hazardous chemicals by actively looking for alternatives, which not only helps to keep its operations safe but also ensures safest products for customers, for example, use of food grade hypo solutions in place of hazardous chemicals, project of CIP chemicals replacement in process area with food grade chemicals etc. While we focus on reducing our food waste, however much food waste is generated goes to piggeries and used as compost in compostable pits.

At Dabur, we recognize the need for addressing the plastic waste management issue and hence, since FY 2022-23, Dabur has been a plastic positive company, sustainably disposing more plastic than it uses for its product packaging. Dabur has comprehensive strategies to minimize the plastic waste and create a positive impact on the environment and society. Dabur diligently ensures the EPR compliance for plastic waste management, collecting the plastic waste across India and sending it for sustainable disposal.

In FY 2023-24, Dabur has sustainably recycled / disposed 41,100 MT of plastic waste against its EPR liability of 39,804 MT and diverted it from ending up in landfills by either sending the collected plastic for recycling or for energy recovery in cement plants or waste to energy plants. This has been done by actively engaging with leading Waste Management Agencies (WMAs) across India. Dabur has also collaborated with competent consulting agency to ensure compliance to all the requirements of Plastic waste management rules. Dabur has ensured that plastic waste collection, transportation and disposal are carried in safe manner and as per the norms set up by the central and state agencies.

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

Dabur do not have any operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.). Environmental clearance is not required for any manufacturing facility or offices of Dabur.

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



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

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

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

Yes. Dabur is compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules.

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1	Nil	Nil	Nil	Nil

Leadership Indicators

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

a. Name of the area –

- i. Uttar Pradesh - Sahibabad
- ii. Rajasthan - Newai, Alwar
- iii. Madhya Pradesh – Indore, Pithampur
- iv. Dadra & Nagar Haveli - Silvassa

b. Nature of operations - Manufacturing

c. Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater, <i>(in kilolitres)</i>	1,85,498	1,88,105
(iii) Third party water	1,80,103	1,05,776
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres)	3,65,601*	2,93,881
Total volume of water consumption (in kilolitres)	3,19,734	2,45,969
Water intensity per rupee of turnover (Water consumed, KL / turnover in rupees lakhs)	0.35	0.28
Water intensity <i>(optional)</i> – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	0	0
• No treatment	-	-
• With treatment – please specify level of treatment	-	-



Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
(ii) Into Groundwater	0	0
• No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	0	0
• No treatment	-	-
• With treatment – please specify level of treatment	-	-
(iv) Sent to third parties, (in kilolitres)	45,867	47,912
• No treatment	-	-
• With treatment – please specify level of treatment	Primary, Secondary & Tertiary	Primary, Secondary & Tertiary
(v) Others	0	0
• No treatment	-	-
• With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	45,867	47,912
Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	Yes**	Yes**

- ** Dabur India Limited has appointed with TUV to validate and assure reported environmental and safety data.
- * Indore green field site expanded in FY2023-24 to include two new high speed juice lines and Hajmola which has led to more water abstraction as compared to FY2022-23 where only one juice line was functional.
- Based on our internal assessment, three of our manufacturing units in water stress area are water positive (Silvassa and Indore Cluster). In Sahibabad, we have water recharge/ conservation capacity of ~78%. Dabur has total recharge / conservation capacity of ~2,76,392 KL (within the fence and beyond the fence) in water stress areas.

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	5,22,766	-
Total Scope 3 emissions per rupee of turnover	tCO ₂ e / lakh rupees	0.57	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

We have baselined our scope 3 emissions for material categories in the reporting financial year. Above scope 3 emissions are calculated and extrapolated based on the results of LCA study done for products contributing to 50% of revenue and 58% of the production volume.

For Capital Goods category, Employee Commute and Business Travel scope 3 categories, the emissions have been calculated using spend-based and distance-based method respectively. We intend to gradually transition to calculating emissions using the most accurate methods, viz. actual supplier-specific data for Capital Goods and fuel-based emission calculations for Employee Commute and Business Travel and will update the emissions accordingly.



We are committed to continuously improving the accuracy and completeness of our scope 3 emissions reporting. As we enhance our data collection processes and engage further with our value chain partners, we will adopt more precise calculation methodologies to strengthen the disclosures.

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

Dabur do not have any operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.)

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Water Consumption & Conservation	<p>Dabur is committed to implementing water conservation measures across its operations and value chain. As part of its ESG commitment, Dabur not only monitors water data at manufacturing sites but also at non-production sites like offices, warehouses, nurseries, and employee dormitories. This comprehensive approach has enabled the identification of opportunities for improving sustainability throughout the value chain.</p> <p>Over the past five years, Dabur has successfully reduced its water intensity by 27% across India, despite maintaining a focus on a large beverage portfolio. In FY 2023-24 alone, this led to a reduction in water intensity by approximately 9%. Moreover, Dabur is actively engaged in reducing water consumption in its operations and surrounding communities, working towards a water-positive future. Dabur adheres to the 3R principle (Reduce, Reuse, Recycle) for water conservation, with continuous efforts to minimize raw water extraction and maximize the utilization of recycled water in processes. Key initiatives undertaken in water conservation and management during FY 2023-24 include:</p> <ul style="list-style-type: none"> ● Installation of Multi-stage RO Plants with higher recoveries, leading to reduced raw water consumption. ● Implementation of ultra-filtration and RO plants to recycle ETP treated water for secondary processes. ● Utilization of RO reject water for secondary processes to minimize raw water extraction. ● Reuse of contra mixer vacuum pump discharge water in cooling towers to minimize water wastage. ● Adoption of water-efficient taps, aerators, dual toilets, and waterless urinals to reduce water consumption. ● Deployment of Rainwater harvesting systems for recharging groundwater or utilization in secondary processes as per geographical requirements. ● Implementation of steam condensate recovery systems. ● Installation of digital flow meter systems for effective monitoring and tracking of water utilization. <p>These initiatives demonstrate Dabur's proactive approach to water conservation and management, reflecting its commitment to environmental sustainability and responsible corporate citizenship.</p>	<p>Dabur has reduced its water intensity by 29% across India over the past five years, despite its focus on a large beverage portfolio. In FY 2023-24, water intensity was reduced by ~9%.</p>



Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
2.	Energy Consumption & Conservation	<p>Dabur has always been at the forefront of conserving energy in its operations with the objective of reducing consumption of non-renewable fossil fuels, improving energy productivity, reducing operational costs which contribute towards mitigating the impact of Climate Change. Efficient energy management and conservation is, in fact, the foundation of its strategy towards managing its environmental footprint. Dabur has been continuously implementing energy saving measures to improve its energy efficiency. In last few years, Dabur has invested heavily in expanding its Juices portfolio, which is reflected in its business saliency moving towards Foods & Beverages. Manufacturing of beverages is energy and water intensive. Despite this, Dabur has reduced its energy intensity by 16% in the last 4 years. Some of the key initiatives taken this year are:</p> <ul style="list-style-type: none"> ● Use of Energy efficient motors and process equipment in its operations ● Energy conservation measures by optimizing compressed air consumptions through line modifications, arresting leakages and next generation air compressors. ● Use of Energy efficient LED lights & Variable frequency drives (VFDs) to optimize energy usages. ● Process automation, process improvements, line integration, interlocking of equipment, sensor based (IoT) operations towards energy efficiencies. ● Implementation of robust condensate recovery System, monitoring and parameters-based operations in boilers which uses IoT and AI, along with heat recovery systems in boilers etc yielding energy savings. ● Dabur is actively focused on increasing the use of green energy within its operations to reduce the environmental impact associated with both scope 1 and scope 2 emissions. In FY 2023-24, 51% of Dabur's total energy consumption (scope 1 & 2) was sourced from renewable sources. <p>With ongoing initiatives, Dabur aims to increase the usage of renewable energy to 55% by 2024-25, furthering its commitment to sustainable practices and environmental stewardship.</p>	Dabur has reduced its energy intensity by 16% in the last 4 years.
3.	Plastic Waste Recycling and Management	<p>Dabur embarked on its EPR journey in 2016 by engaging a competent waste management company to conduct a comprehensive waste management study across all its units. This study aimed to obtain authentic data for assessing EPR liability across various packaging categories through qualitative and quantitative analysis.</p> <p>During the year, Dabur achieved significant milestones in plastic waste management, with approximately 73% of post-consumer plastic waste being recycled, and the remaining 27% safely disposed of through methods such as waste-to-energy and utilization in cement industries. Notably, Dabur's commitment to Plastic Positivity led to the processing of 103% of post-consumer plastic waste in FY 2023-24, reflecting its dedication to sustainable practices. Moreover, Dabur actively participates in events related to plastic neutrality, waste management, and EPR initiatives organized by the Government of India, Pollution Control Board, FAME, CII, FICCI, and other industry stakeholders. As a thought leader in this space, Dabur contributes to shaping discussions and driving positive change towards a more sustainable and responsible approach to plastic waste management.</p>	Dabur has continued Plastic Positivity by Processing 103% Post Consumer Plastic Waste in FY 2023-24



Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
4.	Technology Absorption	<p>Dabur remains committed to staying at the forefront of innovation, constantly seeking out the latest advancements in technology to elevate its performance and enhance consumer experiences. Through ongoing collaboration with domain experts, device manufacturers, industrial institutions, digital experts, and startups, Dabur endeavours to develop and implement cutting-edge ideas. This relentless pursuit of innovation has yielded tangible benefits, including product enhancement, cost reduction, improved line efficiencies, and the substitution of imports with domestic solutions. Notable technological advancements introduced during FY23-24 showcase Dabur's dedication to staying ahead in the market:</p> <ul style="list-style-type: none"> ● Manufacturing processing systems: Dabur has commissioned for a first time, new high speed Carbonated Soft Drink manufacturing processing line in Jammu, which can pack 18,000 bottles per hour. ● Primary Product Filling Systems: Ultra-high speed PET bottle filling line with German technology installed in Indore, which can pack from 150 ml to 2L packs at 36,000 bottles per hour, with end-to-end automation. ● End of Packing Line Automation: Using robotic pallet equipment to pack 4 SKUs simultaneously, which enables efficient management of multiple SKUs on different lines to improve manpower productivity. At Indore unit, we have started palletizing with box packers and fast juice filling lines. 	Efficiency Improved & Cost Saving
5.	Health, Safety and Environment	<p>Dabur focuses on employees training and engagement to build occupational Health and safety culture in the organisation. We imparted ~1,25,000 man-hours training in FY 2023-24 which is almost twice of what we had in FY 2022-23 on various effective topics such as its Occupational Health & Safety and Environment policy, EHS procedures, emergency response plan, incident & near miss reporting, work permit system, workplace hazard and control, risk assessment and hazard identification among others.</p> <p>To enhance employee engagement and reporting of unsafe acts & unsafe conditions, near misses, incidents, all of which form the cornerstone of a safety system, we have implemented a digital app. All employees are encouraged to install the app and utilize it for reporting of any such incidents which has resulted in enhanced reporting of safety-related incidents.</p> <p>Each manufacturing site of Dabur has implemented formal systems and processes for risk assessment. All employees are encouraged to report the hazards which they observe. The system supports a process for handling all hazards adequately and following them up to completion. The factory managers at each location holds the responsibility to take measures for mitigating any associated risks.</p> <p>To facilitate a deep dive into the safety issues, 574 Safety & Environment Kaizens were held across different locations on themes such as machine guarding, electrical safety, forklift & driving safety, winter safety, PTW & PPE compliance, and other such related topics.</p>	<p>Dabur have been a Zero fatality organisation for many years now.</p> <p>574 EHS Kaizens were done by the employees and workers which is an increase of 38% in comparison to previous year.</p>

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

At Dabur, we emphasize our ongoing commitment to enhancing operational efficiency, cultivating a resilient supply chain ecosystem, and strengthening our IT infrastructure to minimize disruptions. Through periodic business impact analysis, we



identify risks and dependencies, empowering proactive decision-making during crises. Our scenario analysis incorporates physical climate-related hazards, safeguarding both our assets and agricultural supply chains. A robust Business Continuity Plan encompasses our manufacturing facilities, offices, and supply chain operations. Leveraging multi-phase, multi-location production facilities enable seamless production continuity, even amidst plant shutdowns or failures. Our diversified supply chain mitigates dependency risks, with a focus on securing alternate key input ingredients as part of our incident response measures.

Dabur maintains a robust Business Continuity and Disaster Recovery (BCP DR) plan for vital applications, rigorously tested annually. The plan encompasses comprehensive elements such as Business Impact Assessment, Risk Evaluation, and Crisis Management Team details. This structured approach ensures swift recovery from potential disasters, safeguarding business operations and minimizing downtime.

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

We have conducted internal assessment of environmental impact due to deforestation risk (wherever we use paper as a form of packaging). Basis our internal assessment, we designed a mitigation program in terms of sourcing from FSC certified suppliers, avoiding virgin papers in CBB (& using recycled papers).

Dabur has conducted a deforestation risk assessment of both raw materials and packaging materials. We have taken measures to effectively mitigate the risks associated with the raw materials and packaging materials categorized as high risk under the deforestation risk assessment. Furthermore, as part of our dedication to responsible sourcing practices and environmental sustainability, we have taken necessary corrective actions to address critical issues pertaining to endangered species in our supply chain.

Following is a list of measures taken to address the sustainability concerns of endangered species and mitigate the high deforestation risk associated with the sourced materials:

- 86% sustainable sourcing of high deforestation risk materials in FY 2023-24
- As part of our ongoing efforts to reduce our environmental impact, we have sourced 19% of our packing material from recycled sources.
- Implemented Bio-Resource Development (BRD) programs. This program identifies and addresses sustainability concerns of endangered herbs and plant species in the supply chain and promotes sustainable agricultural practices to protect such species.
- We have achieved 100% sustainability in sourcing our laminates through FSC-certified value partners.

Going forward, our commitment is to mitigate 100% deforestation risk associated with endangered herbs by FY 2026

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

57%



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



Essential Indicators

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

Dabur India Limited is affiliated with 12 trade and industry associations.

b) List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	CII (Confederation of Indian Industry)	National
2	FICCI	National
3	PHDCCI (PHD Chamber of Commerce and Industry)	National
4	IBA (Indian Beverage Association)	National
5	PACE (PET packaging association for clean environment)	National
6	AARC (Action Alliance for Recycling Beverage Carton)	National
7	IHA (India Honey Alliance)	National
8	ADMA (Ayurvedic Drug Manufacturers Association)	National
9	IBHA (Indian Beauty and Hygiene Association)	National
10	AMAM (Association of Manufacturers of Ayurvedic Medicines)	National
11	AIFPA (All India Food Processors Association)	National
12	WECARE (Waste Efficient Collection And Recycling Efforts)	National

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

Name of Authority	Brief of the case	Corrective action taken
Nil	Nil	Nil

There were no cases of anti-competitive conduct during the reporting period.



Leadership Indicators

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

S.no	Public policy advocated	Method resort for such advocacy	Whether the information is available in public domain? (Yes/No)	Frequency of review by board (Annually/ Half yearly/ Quarterly/ Other- please specify)	Web Link, if available
1	We participate in multi-stakeholder engagements and public consultations, whenever relevant. Only authorised individuals engage with various Government departments and regulatory bodies, through trade and industry associations, to proactively address changes/suggestions to regulations, and on issues pertaining to the FMCG industry.	Through industry bodies	No	N/A	N/A



PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT.**Essential Indicators****1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Programs to meet nutrition needs of poor and needy	CG-DL-E-22012021-224640	22-Jan-21	Yes	Yes	https://www.dabur.com/sites/default/files/2024-04/Nutrition%20Support%20Impact%20Assessment%20Report-Web-Final.pdf
School Support Programme	CG-DL-E-22012021-224640	22-Jan-21	Yes	Yes	https://www.dabur.com/sites/default/files/2024-04/School%20Support%20Impact%20Assessment%20Report-Web-Final.pdf
Programme to support Healthcare needs of poor and needy	CG-DL-E-22012021-224640	22-Jan-21	Yes	Yes	https://www.dabur.com/sites/default/files/2024-04/Healthcare%20Support%20Impact%20Assessment%20Report-Web-Final.pdf
Programmes to protect endangered species of herbs & plants, enhancing livelihood – “Herbal Kingdom”	CG-DL-E-22012021-224640	22-Jan-21	Yes	Yes	https://www.dabur.com/sites/default/files/2024-04/Herbal%20Kingdom%20Impact%20Assessment%20Report-Web-Final.pdf
Activities to support Plastic Waste Management	CG-DL-E-22012021-224640	22-Jan-21	Yes	Yes	https://www.dabur.com/sites/default/files/2024-04/Plastic%20Waste%20Management%20Impact%20Assessment%20Report.pdf

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

We do not have any R&R projects as communities have not been displaced by us.

S. No	Name of project for which R&R is ongoing	State	District	No of Project Affected Families	% of PAF covered by RAR	Amount Paid to PAFs in the FY (in INR)
1.	Nil	Nil	Nil	Nil	Nil	Nil

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

We have our CSR and community development executives stationed at various plant locations, in addition to local volunteers. Besides, the individual unit heads and unit HR heads work closely with the communities. These individuals interact with the community members, village elders and local opinion leaders on a daily basis to assess their specific needs and concerns; address their queries and grievances, if any. We haven't received any complaints from the communities we operate in. In addition to this, communities can contact us through the toll-free number 18001031644 and through an email id - daburcares@dabur.com.

4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/ Small producers	53%	39%
Directly from within India	99%	99%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost.

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

The above data represents permanent employees and workers.

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	0.2%	0.3%
Semi-urban	12.3%	13.4%
Urban	19.9%	19.4%
Metropolitan	67.6%	66.9%

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken.
No negative social impacts were identified during the SIA.	NA

- SIA has helped us identify certain improvement opportunities to better serve the needs of the community. The suggested actions were, for instance Creation of specific IEC material for healthcare support program.
- Diversifying food items to enhance effectiveness of nutrition support program.
- Improving irrigation facilities for herb cultivation program.
- Organize training and capacity-building sessions on maintaining upgraded infrastructure in School Support program.
- Impact created by Plastic Waste Management initiative to be shared with participants to keep them motivated.



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

S.no	State	Aspirational District	Amount spent (INR)
1	Assam	Udalguri	2,06,000
2	Bihar	Araria	27,586
3	Bihar	Gaya	70,443
4	Bihar	Khagaria	27,586
5	Bihar	Purnia	27,586
6	Bihar	Banka	6,61,538
7	Bihar	Jamui	6,89,125
8	Bihar	Aurangabad	27,586
9	Bihar	Begusarai	27,586
10	Bihar	Katihar	27,586
11	Bihar	Muzaffarpur	27,586
12	Bihar	Nawada	27,586
13	Chhattisgarh	Korba	5,64,250
14	Jharkhand	Ranchi	42,857
15	Jharkhand	Dumka	6,61,538
16	Jharkhand	Giridih	6,61,538
17	Jharkhand	Godda	6,61,538
18	Madhya Pradesh	Barwani	4,60,000
19	Madhya Pradesh	Chhatarpur	4,60,000
20	Maharashtra	Latur	2,11,538
21	Maharashtra	Nashik	2,11,538
22	Odisha	Baripada	-
23	Odisha	Dhenkanal	2,70,000
24	Odisha	Kandhamal	2,70,000
25	Odisha	Koraput	2,70,000
26	Tamil Nadu	Virudhunagar	5,64,250
27	Uttar Pradesh	Chandauli	19,00,000



S.no	State	Aspirational District	Amount spent (INR)
28	Uttar Pradesh	Bahraich	1,97,674
29	Uttar Pradesh	Fatehpur	3,22,674
30	Uttar Pradesh	Shrawasti	1,97,674
31	Uttar Pradesh	Chitrakoot	5,10,526
32	Uttarakhand	Udham Singh Nagar	53,49,413
33	West Bengal	Kolkata	6,61,538
	Grand Total		1,62,96,340

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

No, we are in the process of making a formal policy, but we have inclusive growth and equitable development approach whereby we procure raw materials like honey, kesar, green amla, and herbs from vulnerable/ marginalized groups and individuals such as migrant beekeepers, small and marginal farmers, hinterland and tribal areas, businesses run by women entrepreneurs, and marginalized ethnicities in hilly terrain.

(b) From which marginalized /vulnerable groups do you procure?

Procurement from marginalized and vulnerable groups includes migrant beekeepers, small and marginal farmers, hinterland and tribal areas, businesses run by women entrepreneurs, and marginalized ethnicities in hilly terrain.

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

Procurement from the marginalized and vulnerable group constitutes approximately 6.75% of the total procurement value.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge.

S.N.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating of benefits shared
1	Fragrance Composition and Methods for Air Freshener	Yes	No	NA
2	Herbal Antacid and Acid Regulator composition and the production process	Yes	No	NA
3	Natural PDE5 Inhibitor	Yes	No	NA
4	Herbal Pain Killer Composition	Yes	No	NA
5	Herbal Sweetener Composition	Yes	No	NA

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

Name of authority	Brief of case	Corrective action taken
Not Applicable	Not Applicable	Not Applicable

Not applicable as there were no disputes regarding intellectual property.



6. Details of beneficiaries of CSR Projects.

S.N.	CSR Project	No of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized group
2A.01	Project Poshan	7,962	70%
2A.02	Swasth Bharat Swasth Samuday Abhiyaan	91,491	60%
2A.03	Social Endeavour for Health (SEHAT)	33,638	20%
2A.04	Dabur Sahaay Endeavour (Dil-Se)	18,217	80%
2A.05	Mission Aahaar	22,000	82%
2A.06	Madaari Mission for Total Rehabilitation (Madaari MITR)	18,870	80%
2A.07	Project Sahara	11,07,879	50%
2A.08	Mission Aashray	1,04,820	50%
2A.09	Jeevika	20,170	50%
2A.10	Social Warriors	3,43,272	55%
2A.11	Prabhav	12,667	75%
2B	Swasthya and Suraksha (SAS)	92,793	60%
3A	700 Se 7 Kadam	252	75%
3B.01	Healthcare & Awareness Programme at Religious places/shrines	20,000	40%
3B.02	Dengue Mukh Bharat	50,450	20%
3B.03	Immune India Health Campaign	8,913	10%
3B.04	Safe Motherhood Initiative	4,100	40%
3B.05	Women's Healthcare & Awareness Programme	13,220	50%
3C	Health Camps to provide easy access to reliable healthcare for poor & needy	31,842	50%
3D.01	Avlamb	57,278	75%
3D.02	Swasth Bharat	5,050	95%
3D.03	Oral Hygiene Awareness	27,480	55%
3D.04	Arogya East	4,37,900	50%
3D.05	Nirogata	83,648	50%



S.N.	CSR Project	No of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized group
3D.06	Revive	11,100	50%
3D.07	Sewa	2,16,181	50%
3D.08	Vridhcare	3,357	90%
3E	Dabur Wellness Centre	4,120	50%
3G	Social Action towards Harnessing Ayurveda (SAHAAY)	-	-
3H	Saksham - Head Injury Rehabilitation	1,471	40%
3I	Ayurveda Health Camp at Pithampur and Tezpur	6,400	50%
4A	Herbal Kingdom	9,897	60%
4B	Jeewanti Greenhouse	-	-
4C	Tree Plantation Drive	9,662	50%
4D	Harnessing The Sun - Promotion of Solar Energy	2,563	50%
4E	Desert Bloom - Water Conservation Project	11,686	30%
4F	Activities to Support Plastic Waste Management	1,44,820	60%
5A	Programmes for promoting education through NFEs, Remedial classes	652	50%
5B	Adarsh Pathshala - School Support Programme	4,313	80%
5C	Adult Literacy Centres	115	80%
5D	Community Library	221	60%
5E	Computer Literacy Centre	355	70%
5F	Anganwadi Support Programme	146	85%
6A	Vocational Training to women and villagers	1,091	75%
6B	Promoting & managing Self Help Groups for women	747	80%
6C	Beekeepers Livelihood initiatives	15,374	40%
6D	Livelihood Promotion Programme	31	80%
7A	Sport Training in Tezpur	63	70%
	Grand Total	30,58,277	56.08%



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



Essential Indicator

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

Dabur has a well-established consumer care and response management system in place to support our consumers with queries, feedback or concerns/grievances that they may have. Dedicated expert teams within the businesses manage all the complaints and feedback to ensure prompt response and timely resolution. Consumers can contact us through a toll-free number (18001031644), cited on all its products, along with an email address (daburcares@dabur.com), to assist consumers in case of any grievance or query. We have also hired a courier agency to ensure speedy replacement of consumer complaint packs. The first response is shared immediately upon receiving the call and/or e-mail. The complaint is registered and a unique complaint number is generated and also shared with the consumer for future reference. This is followed by a detailed conversation with the consumer within the same working day ensure timely closure of the issue. These conversations help resolve the complaints that are not genuine or have occurred due to mishandling of the product by the consumer. Dabur also offers online consultations with Ayurvedic practitioners for personalized health concerns and remedies.

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

	As a percentage to total turnover
Environment and Social parameters relevant to product	63%
Safe and responsible usage	100%
Recycling and/or safe disposal	54%

3. Number of consumer complaints

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Product Related	3,475	15	The pending complaints were resolved in subsequent months.	2,665	92	All pending complaints were amicably closed in the subsequent weeks and months.

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

	Number	Reason for recall
Voluntary recalls	0	-
Forced recalls	0	-

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, Dabur has a privacy policy in-place which relates to the use and protection of any personal information provided to Dabur India Limited. It applies to the personal data collected by Dabur in connection with the services and product it offers. Dabur is ISO 27001 certified and has a cybersecurity framework, which includes a set of guidelines to help the organization better manage and reduce cybersecurity risks.

The privacy policy can be accessed here: <https://www.dabur.com/img/upload-files/3264-Privacy-Policy.pdf>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

A stringent quality standard is in place against which compliance of every single batch of product is verified. Dabur takes prompt and timely action whenever we encounter products, which do not meet the quality and safety standards and ensures that only the right quality product goes in the market. We have robust systems in place for continuously engaging with consumers for addressing their queries and concerns, if any, in a time-bound manner. Dedicated product experts are in place to address any product-related queries and concerns, while doctors provide tele-consultation to consumer's health-related queries. We also have an online reputation management team that interacts with consumer via social media platforms and channels, responding to their queries and addressing their concerns on a real-time basis. A web-based Customer Relationship Management platform is also in place for capturing queries, concerns, complaints, feedback and suggestions received across channels.

7. Provide the following information relating to data breaches:**a. Number of instances of data breaches**

There were no instances of data breaches in FY2023-24.

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

Not applicable as there were no cases of data breaches involving personally identifiable information of customers.

c. Impact, if any, of the data breaches

Not applicable as there were no cases of data breaches.

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

Consumers can access information about Dabur's product and services through company's website (www.dabur.com), along with a dedicated email address and toll-free phone number for contacting product specialists. Consumers can speak to qualified Ayurvedic practitioners for consultations and ordering Ayurvedic medicines. Consumers can also purchase products online through various marketplaces or directly from the company via the Dabur Shop (www.daburshop.com) platform. Dabur engages with consumers through local haats, melas, and retail chains, where personnel provide information, address queries, and distribute pamphlets.

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

To ensure that consumers are well-informed and educated about the safe and responsible usage of our products, we implement various strategies:



Our product labels provide detailed information, including instructions for safe usage and a list of key ingredients. Additionally, graphical representations are used on certain products to visually illustrate proper usage. We actively engage with consumers on social media platforms, sharing informative content about product safety and manufacturing processes. Through posts and videos, we educate consumers about the natural properties of products like Honey and Juices, as well as proper handling techniques.

Specialized educational videos are created to address common consumer queries and concerns, such as the crystallization of honey. These videos are distributed through platforms like WhatsApp and social media and are also promoted through media channels to reach a wider audience. By employing these strategies, we aim to empower consumers with the knowledge needed to use our products safely and responsibly, thereby fostering trust and confidence in our brand.

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

This does not apply to Dabur as we do not fall under essential services.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable). If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, Dabur continues to prioritize consumer-centric practices by ensuring comprehensive product information compliant with local regulations. Our product labels not only adhere to mandated requirements but also offer additional details like appropriate portion guidance based on serve size and Recommended Daily Amount to educate consumers on nutritional attributes of the product, particularly for fruit-based beverages. We also include tips on pack preservation pre- and post-opening on the 'juice' packaging. Furthermore, select products feature QR codes linking to microsites for deeper insights into our quality standards.

Regarding consumer satisfaction, Dabur conducts regular surveys to gather feedback on various aspects including consumer satisfaction, product quality, sustainable packaging, and grievance handling. Additionally, we conduct annual brand surveys where we capture brand health, brand perceptions and consumer satisfaction. We gauge consumer response and satisfaction levels through brand perception studies and surveys.

