

DABUR INDIA LIMITED

Regd. Office: 8/3, Asaf Ali Road, New Delhi- 110 002

CIN: L24230DL1975PLC007908; Tel No. 011-23253488, Fax No. 011-23222051

Website: www.dabur.com, e-mail: corpcomm@dabur.com, e-mail id for investors: investors@mail.dabur

DABUR INDIA LIMITED

BUSINESS RESPONSIBILIITY REPORT – AS MANDATED BY SEBI

FY 2016-2017

About Dabur

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

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

About this report

The Securities and Exchange Board of India (SEBI) as per its Listing Obligation and Disclosure Requirement Regulations, 2015 has mandated the inclusion of a “Business Responsibility Report” (BRR) as part of company’s Annual Report for top 500 listed entities based on market capitalisation at the Bombay Stock Exchange (BSE) and the National Stock Exchange (NSE). The reporting framework is based on the 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs)' released by the Ministry of Corporate Affairs, Government of India, in July 2011, which contains 9 Principles and Core Elements for each of the those 9 Principles. Following is the fifth Business Responsibility Report of Dabur which is based on the format suggested by SEBI. Detailed business responsibility report for 2016-17 (available at: <http://www.dabur.com/in/en-us/investor/reports/brr>) is also based on the 9 Principles enshrined in the NVGs.

Section A: General Information about the Company

1. Corporate Identity Number (CIN) of the Company

L24230DL1975PLC007908

2. Name of the Company

Dabur India Limited

3. Registered address

8/3, Asaf Ali road, New Delhi 110002

4. Website

www.dabur.com

5. E-mail id

investors@mail.dabur

6. Financial Year reported

2016-17

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

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

Principle product categories of the company with ITC code are:

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

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

Dabur's product portfolio can be broadly categorised into:

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

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

and home care.

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

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

i. Number of International Locations (Provide details of major 5)

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

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

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

ii. Number of National Location

Dabur has manufacturing plants in 13 locations across the country.

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

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

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

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

Section B: Financial Details of the Company

1. Paid up Capital (INR)

176.15 crore

2. Total Turnover (INR)

5,644 crore

3. Total profit after taxes (INR)

998 crore

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

2% of PAT for FY 2016-17

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

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

Eradicating hunger, poverty and malnutrition

Promoting health care including preventive healthcare

Promoting sanitation

Ensuring Environmental Sustainability

Providing Employment Generating Vocational Skills and livelihood enhancement projects

Promotion of Education

Promotion of Sports

Promoting Gender Equality and Empowering Women

Section C: Other Details

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

Following are the subsidiary companies:

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

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

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

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

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

Section D: BR Information

1. Details of Director/Directors responsible for BR

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

Implementation of BR policies is the responsibility of the Corporate Social Responsibility Committee of the Board of Directors.		
<u>DIN</u>	<u>Name</u>	<u>Designation</u>
02318948	Dr. Ajay Dua	Independent Director
00021581	Mr. P. D. Narang	Executive Director
00041825	Mr. Sunil Duggal	Executive Director
01924770	Mr. Sanjay Kumar Bhattacharyya	Independent Director

b) Details of the BR head

<u>S.No.</u>	<u>Particulars</u>	<u>Details</u>
1.	DIN (if applicable)	00042902
2.	Name	Ashok Kumar Jain
3.	Designation	V.P. Finance & Company Secretary
4.	Telephone number	011-42786000
5.	e-mail id	ashok.jain@mail.dabur

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

As per table

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

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

7	Has the policy been communicated to the relevant internal and external stakeholders?	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
8	Does the company have an in-house structure to implement the policy?	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/policies?	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	No	No	Yes, OHSAS 18001 certification	No	No	Yes, ISO 14001 certification	NA	No	No
		However, an independent audit of complete CSR activities of the company is undertaken.								
# Link for Policies	Code of Ethics and Conduct: http://www.dabur.com/img/upload-files/42-codeofconductslidesnew.pdf Whistle Blower and Protection Policy: http://www.dabur.com/img/upload-files/41-direct-touch-2014.pdf Code of Fair Disclosure of Unpublished Price Sensitive Information: http://dabur.com/img/upload-files/39-code-of-corporate-disclosure.pdf Policy on Related Party Transactions: http://dabur.com/img/upload-files/1135-policy-on-related-party-transactions.pdf Policy on Disclosure of Material Events and Information: http://dabur.com/img/upload-files/46-policy-on-disclosure-of-info-under-listing-regulations.pdf Dividend Distribution Policy: http://dabur.com/img/upload-files/166-dividend-distribution-policy.pdf Investors Policy: http://www.dabur.com/img/upload-files/40-investors-policy-2013.pdf Policy on Rights of Shareholders: http://www.dabur.com/in/en-us/investor/investor-information/shareholder-services/shareholder-rights Shareholder Services: http://www.dabur.com/in/en-us/investor/investor-information/shareholder-services CSR Policy: http://dabur.com/img/upload-files/309-csr-policy.pdf Occupational Health, Safety and Environment policy: http://www.dabur.com/img/upload-files/310-ohse-policy.pdf									

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

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

3. Governance related to BR

- **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year**

The CSR committee of Board of Directors meets every quarter

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

Company publishes its Business Responsibility Report annually and these reports are available online at <http://www.dabur.com/in/en-us/investor/reports/brr>

Section E: Principle-wise performance

Principle 1

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

Yes, the **Whistler Blower & Protection policy** of the company which is applicable to not just all our directors, employees and their representative bodies but it also extends to all our business associates and security holders as well. This policy provides a platform to these stakeholders for reporting unethical behavior, malpractices, fraud or violation of the company's policies without fear of reprisal and help in eliminating any kind of wrongful conduct in the system. The policy also includes wrongful conduct with respect to discrimination or sexual harassment.

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

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

During the financial year, 1 complaint was received under the provisions of the Direct Touch policy. This complaint was investigated and no merit was found in the complaints.

16 numbers of investors' complaints or issues were received during the financial year which were duly resolved. Most of the complaints pertained to revalidation of warrants which were due to dividend warrants not encashed by shareholders. The shareholders were provided with option of ecs mandate through which they shall receive dividend directly in their bank accounts.

Principle 2

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

- i. Dabur *Chyawanprash*
- ii. Dabur Honey
- iii. 'Real' - range of fruit juices

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

i. Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?

Environment continues to be our key focus area and we strive to minimize our burden on natural resources through various resource efficiency initiatives. Life Cycle Analysis (LCA) of three products viz. Chyawanprash, Honey & Real were conducted to obtain clear and comprehensive information about each of these product's ecological footprint and also help us achieve carbon-neutrality for these products. DIL received Product Carbon Foot Print (PCF) Certificate from TUV NORD for these three products.

As an environmentally conscious company, we continue to innovate and use efficient technologies to bring down our strain on ecology. Through various initiatives and efforts we were able to reduce our water consumption, energy consumption and emission release in the reporting year across all our units. We have achieved this despite our increasing production figures. Following are initiatives and achievement in this front:

- Replacement of HSD Fuel Boiler with Briquette Fuel Boiler
- Reduction in Steam Consumption and recycle of condensate
- Reuse of ETP treated water for road cleaning and flushing
- 11% less Raw Water consumption with reduction in effluent generation,
- Increase treated effluent reuse/recycle by 9%;
- Reduced hazardous waste generation by 47%;
- Reduction in greenhouse gas emissions by 24%;
- Reduced Ozone depleting Substances (ODS) by 24%.

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

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

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

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

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

For procuring rare species of herbs and medicinal plants which are essential ingredients for making our products, we work directly with small and marginal farmers. This allows us to revive these endangered species and also promote sustainable agricultural practices. Inputs procured through this channel constituted around 5-10% of our total inputs purchased.

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

In the area of ethical sourcing, we discourage the use of forced labour and child labour at our business associates' premises.

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

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

Yes, Dabur actively engages with local & small producers for procuring inputs for its supply of rare herbs and medicinal plants which go into the production of its ayurvedic products. Our continuous engagement with the community has helped revive a host of these endangered species, and even establish a sustainable source of livelihood for these forest-based communities. This has also resulted in weeding out middlemen, thereby ensuring higher monetary benefits for the communities. Local farmers also gain through continuous transfer of scientific knowledge through training programmes, workshops and field demos. By directly engaging with the farmers and weeding out the middlemen, Dabur can more effectively engage them in sustainable resource management.

Company's programme for protecting endangered species of herbs and bee-keeping covered 12 states where local farmers and tribal community are engaged and trained on sustainable cultivation through 12 agencies. Around 6,500 were benefited under this programme.

Company's programme for protecting endangered species of herbs and bee-keeping covered 12 states where local farmers and tribal community are engaged and trained on sustainable cultivation through 12 agencies. Around 6,500 were benefited under this programme.

State-wise summary of crops and number of farmers involved under contract farming projects and the respective area under cultivation is given below.

Location	Crop	No. of farmers	Area (in Acres)
Andhra Pradesh	Syonak, Premna, Padal, Pipali	564	3005
Arunachal Pradesh	Buch, Sugandhbala	10	5
Gujarat	Jeewanti	180	12
Himachal Pradesh	Ateech, Kuth, Pushkarmool, Sugandhbala, Kutki, Kapoorkachri	568	245
Maharashtra	Pipli	150	100
Odisha	Syonak, Premna, Padal	20	10
Rajasthan	Mulethi, Shankhpushpi, Jeewanti	176	205
Tamilnadu	Chitrakmool, Punarnava, Anantmool	55	59
Uttar Pradesh	Prishniparni, Shalparni, Mandookparni, Giloe, Bhumiamla, Buch, Brahmi, Nagarmotha, Khus, Neelkamal	386	304
Uttarakhand	Buch, Atish, Kuth, Kutki, Sugandhbala, Kapoorkachri	400	211
West Bengal	Katchur, Salparni	28	32
GRAND TOTAL		2537	4188

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

Our Environment & Quality policy outlines our focus on - **reduce, reuse and recycle**. Recycling of waste generated during production is taken up actively across all our production units. We regularly seek opportunities to increase the use of recycled materials as production inputs. Some of the initiatives taken are:

- We have recycled 100% of herbal waste generated during production as fuel for boilers
- The percentage of herbal waste recycled is more than 10% of the total waste generated and it also reduces GHG emission
- We also have a biogas plant to generate methane gas from waste, which is then used in canteen as fuel
- Efforts are underway to achieve zero waste water discharge at our units – such as up gradation of existing

effluent treatment plants towards zero discharge scheme by providing ultra filtration, reverse osmosis system

- treated water being used for steam generation in boiler or to make in cooling towers installed at all our units
- all units successfully utilise all treated water into gardening/toilet flushing/ fire water storage/ road cleaning etc. and ensured no water mix with outside streams
- We also have our rain water harvesting projects at all units

Principle 3

1. Please indicate the Total number of employees

Permanent employees of Dabur India Ltd.: 4,837

- Of these, Management/Executive Staff: 955
- Blue collared/other staff: 3,882

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

Temporary/Contractual /Casual employees	7,386
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3. Please indicate the Number of permanent women employees

150 women employees

4. Please indicate the Number of permanent employees with disabilities

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

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

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

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

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

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

S.No.	Category	No. of complaints filed during the financial year	No of complaints pending as on end of the financial year
1.	Child labour/forced labour/ involuntary labour	0	0

2.	Sexual harassment	0	0
3.	Discriminatory employment	0	0

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

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

Principle 4

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

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

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

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

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

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

Yes, Dabur regularly undertakes initiatives to serve the interest of its disadvantaged, vulnerable and marginalized stakeholders. These are briefly described below:	
Stakeholder group	Initiatives
Communities around manufacturing facilities	<ul style="list-style-type: none"> Development and deployment of need-based community programmes in the areas of health, education, skill development, sanitation, livelihood etc. as part

	<p>of corporate social responsibility (CSR) initiatives. Some of the initiatives taken during the financial year are:</p> <ul style="list-style-type: none"> ○ to provide easy access to toilets and sanitation facilities in rural households ○ Construction & Repair work of school toilets ○ Vocational Training to women and villagers ○ Vocational Training to rural youth ○ Non Formal Education and Remedial Education Centers for kids ○ School Support Programmes like benches & desks, educational aids ○ Adult Literacy Centres; self help groups for women
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Principle 5

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

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

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

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

Principle 6

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

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

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

Yes, at Dabur we have taken strategic initiatives to address environmental issues and we are continually investing in new technologies, implementing process improvements and innovating. To make progressive strides and guide us in our endeavour, we have deployed a dedicated team for devising and implementing strategies for managing these risks and opportunities. Various steps taken in this regard, *inter alia*, are as following:

- During the year 7 sewage treatment plants were installed,

- 6 Effluent Treatment Plants were upgraded,
- 2 fully automatic RO/UF recycling plants were installed and color removal filter was introduced for effluent treatment
- Treated water being used for steam generation in boiler or to make in cooling towers.
- Utilisation of all treated water into gardening/toilet flushing/ Fire water storage/ Road cleaning etc and ensured no water mix with outside streams
- Recharging 100% roof-top rain water via rain water harvesting pits back to the ground

These steps lead towards reduction of raw water consumption, effluent generation, solid-waste generation, hazardous waste generation, GHG emissions (Green House Gases) to reduce the overall impact on our natural resources and environment and we were able to achieve:

- Treatment of 6,50,000 Liters/day effluent for reuse / recycle
- 11% less Raw Water consumption with reduction in effluent generation,
- Increase treated effluent reuse/recycle by 9%;
- Reduced hazardous waste generation by 47%;
- Reduction in greenhouse gas emissions by 24%;
- Reduced Ozone depleting Substances (ODS) by 24%

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

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

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

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

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

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

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

Following are the steps taken by the Company:

Clean Technology: using agro based waste as a fuel in some of our units for steam generation; Methane gas generated from our effluent treatment plant is used as a fuel; We also use piped natural gas (PNG) at our Sahibabad factory to reduce the use of diesel

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

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

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

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

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

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

Nil

Principle 7

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

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

- a) Confederation of Indian Industry (CII)
- b) Federation of Indian Chambers of Commerce and Industry (FICCI)
- c) Associated Chambers of Commerce and Industry of India (ASSOCHAM)
- d) PHD Chamber of Commerce and Industry (PHDCCI)
- e) Indian Beverage Association (IBA)

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

Dabur is part of various task forces and forums within the above listed industrial and trade bodies. We actively participate in these forums on issues and policy matters that impact the interest of our stakeholders. We prefer to be part of the broader policy development process and do not practice lobbying on any specific issue. In the past, we have participated in forums pertaining to:

- Corporate governance
- Consumer interest
- Tackling counterfeiting

Principle 8

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

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

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

- Initiatives for Sanitation and Malnutrition need
 - provide easy access to toilets and sanitation facilities in rural households
 - Programmes to meet nutrition needs of poor & needy
- Healthcare Initiatives
 - Health Camps to provide easy access to reliable healthcare for poor & needy
 - Oral hygiene awareness Camps in schools
 - Programmes for addressing health care needs of poor & needy
 - Operating a permanent Wellness Centre for addressing health needs of needy
- Initiatives for Employment Generating Vocational Skills; non formal education and livelihood enhancement projects
 - Programmes for addressing health care needs of poor & needy
 - Vocational Training to youth in rural area
 - Operating Non-Formal Education and remedial education centres for underprivileged children
 - School support programmes like benches & desks, educational aids
- Initiatives for Gender Equality & Women Empowerment
 - Adult Literacy Centres for women
 - Promoting & managing self help groups for women

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

Programmes pertaining to Principle 8 are developed and executed by:

- **In-house teams** for health awareness and nutritional need projects, health camps in both rural and urban areas
- **SUNDESH**, a registered society (own foundation), for community-focused initiatives around areas of operation, like initiatives for sanitation, education, vocational skills, women empowerment
- **JIVANTI TRUST**, a registered trust(own foundation), for initiatives to protect endangered species of herbs & plants, enhancing livelihood of farmers; tree plantation, vocational training

- External NGOs, government structures are also involved for delivering the projects initiated

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

Yes, Dabur internally performs an impact assessment of its initiatives at the end of each year to understand the efficacy of the programme in terms of delivery of desired benefits to the community and to gain insights for improving the design and delivery of future initiatives.

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

Dabur's contribution towards community development projects carried under its CSR policy during the reporting period (2016-17) is Rs. 20.38 crore.

Detail of community initiatives are given below:

Area	Initiative
Eradicating Hunger, Poverty & Malnutrition	<ul style="list-style-type: none"> • Programmes to meet nutrition needs of poor & needy.
Promoting health care including preventive healthcare	<ul style="list-style-type: none"> • Programme to raise awareness and fight malnutrition in street children; over 15,000 signatures were collected from general public and equal number of juice packs were distributed among underprivileged children • Health Camps to provide easy access to reliable healthcare for poor & needy • Under this programme, camps were organised in 16 states where over 1 lakh patients were examined • Awareness programme (held in 6 cities) about the need of immunity in school going children • Awareness programme among school going children to aware about mosquito borne diseases, covering 538 schools and over 6.7 lakh students in 13 cities • Oral hygiene awareness Camps in schools, covering 1,317 schools and over 5.2 lakh students in 12 states • Wellness Centre to treat people. Here, over 900 patients were examined.
Promoting sanitation	<ul style="list-style-type: none"> • Sanitation Drive to provide easy access to toilets and sanitation facilities in rural households and to urban poor. • This covered 32 villages and more than 1,200 household toilets were constructed/renovated and this lead to five villages as 'open defecation free'. Also 10 no. of toilets in 2 schools were constructed.
Ensuring Environment Sustainability	<ul style="list-style-type: none"> • Environment sustainability initiatives to protect endangered species of herbs & medicinal plants, enhancing livelihood of farmers and training farmers on bee-keeping activities. Around 6,500 were benefited under this programme. • Over 9 lakh saplings of rare herbs were distributed free of cost • Under the Plantation programmes, over 6,500 saplings were distributed

	<p>amongst school kids and villagers</p> <ul style="list-style-type: none"> • Water Conservation project rolled out in 3 villages to undertake: <ul style="list-style-type: none"> ○ 1 local pond with fencing and plantation ○ 4 tanks of 30KL capacity ○ 15 water conservation pits ○ Plantation of trees • Promotion of solar energy in villages by providing solar lamps for households, installation of solar street lights
Promoting Education including Special Education	<ul style="list-style-type: none"> • 8 Non-Formal Education Centers and 2 Remedial Education Centers for providing basic education to over 700 out-of-school underprivileged kids • School Support Programmes for providing benches & desks, learning aids such as libraries, wall paintings
Promoting Gender Equality & Empowering Women	<ul style="list-style-type: none"> • Adult literacy centers (18 nos.) for women • Promoting Self-Help Groups (153 nos.) and Joint Liability Groups (28 nos.) for women
Providing Employment Generating Vocational Skills and livelihood enhancement projects	<ul style="list-style-type: none"> • Vocational Training to over 500 women from villages on various crafts like stitching-tailoring, beautician training, handicraft-embroidery • to support these women in opening of shops in their villages
Promoting Sports	<ul style="list-style-type: none"> • Programme to identify sports talent from hinterland and help them excel in national sports arena • Over 3,000 children participated in the search programme and 7 of them are identified and supported for their training at 'Ashwani Nachappa Sports Foundation'.

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

At Dabur, all our businesses and manufacturing units continuously engage with communities surrounding their operations through surveys and focused meetings. This is done to gauge the needs, priorities and expectations of the local community. Initiatives are thus designed and delivered in a transparent manner in line with inputs from the community itself. We also try to create sustainable infrastructure/programmes through institution building (Self Help Groups, Joint Liability Groups). This is done to ensure flow of benefits to communities even if Dabur is unable to support the programme in the future. This ensures successful adoption by communities to the extent possible.

Principle 9

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

A total of 5 number of consumer cases were received during 2016-17 and 3 of these were disposed off. 2 of these consumer cases (40% of the cases received) are pending as on the end of financial year.

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

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

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

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

	No. of cases filed in the last five years	No. of cases pending as on end of financial year	Remarks
Alleged Unfair trade practices	0	0	No case was filed against the company
Alleged Irresponsible advertising	5	0	All 5 complaints were disposed off
Alleged Anti-competitive behaviour	0	0	No case was filed against the company

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

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