

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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Principle 3	Businesses should respect and promote the well-being of all employees, including those in their value chains
Principle 4	Businesses should respect the interests of and be responsive to all its stakeholders
Principle 5	Businesses should respect and promote human rights
Principle 6	Businesses should respect and make efforts to protect and restore the environment
Principle 7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
Principle 8	Businesses should promote inclusive growth and equitable development
Principle 9	Businesses should engage with and provide value to their consumers in a responsible manner

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity:

1	Corporate Identity Number (CIN) of the Company	L01110RJ2006PLC047173
2	Name of the Listed Entity	Bajaj Consumer Care Limited ("BCCL")
3	Year of incorporation	2006
4	Registered office address	Old Station Road, Sevashram Chouraha, Udaipur – 313 001, Rajasthan
5	Corporate address	Building No.12 ,3rd Floor, Solitaire Corporate Park, 151 M. Vasanji Road, Chakala, Andheri East, Mumbai – 400 093, Maharashtra.
6	E-mail	complianceofficer@bajajconsumer.com
7	Telephone	+91 22 66919477 / 78
8	Website	www.bajajconsumercare.com
9	Financial year for which reporting is being done	March 31, 2024
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11	Paid-up Capital	1427.94 Lakhs Equity Shares of Rs.1/- each
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Vivek Mishra Phone: +91 22 66919477 / 78 Email: complianceofficer@bajajconsumer.com Address: Building No.12. 3rd Floor, Solitaire Corporate Park, 151 M, Vasanji Road, Chakala, Andheri (East), Mumbai 400 093 Maharashtra
13	Reporting boundary	Disclosures made in this report are on a standalone basis and pertain only to Bajaj Consumer Care Limited
14	Name of assurance provider	NA
15	Type of assurance provider	NA

II. Products/services

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

Sr. No	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	FMCG	Manufacturing, Marketing and Distribution of fast-moving consumer products, primarily hair care and other personal care products	100%

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

Sr. No	Product/Service	NIC Code	% of Total Turnover contributed
1	Hair Oils & Coconut Oil	20236	98%

III Operations

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

Location	Number of plants	Number of offices & depos	Total
National	3	29	32
International	0	0	0

*BCCL distributes / exports its products to more than 30 countries in the globe focusing mainly on SAARC, Middle East and African countries. Subsidiaries of BCCL have 2 offices outside India.

19. Markets served by the entity:

a. Number of locations:

Location	Number
National (No. of States)	All
International (No. of Countries)	More than 30

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

BCCL has envisioned global expansion and is strategically increasing its global presence. BCCL has export revenue of approx.4% of its total turnover.

c. A brief on types of customers

BCCL operates in key consumer categories such as hair care, hair styling, and skin care. The Company is backed by a robust distribution network spread across the length and breadth of the country and has been able to establish itself within both urban and rural retail markets. Products offered by BCCL are popular amongst all age groups owing to their quality.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	506	463	92%	43	8%
2.	Other than Permanent (E)	46	29	63%	17	37%
3.	Total employees (D + E)	552	492	89%	60	11%
WORKERS						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	357	231	65%	126	35%
6.	Total workers (F+G)	357	231	65%	126	35%

b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% [B / A]	No. (C)	% [C / A]
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	Nil	Nil	Nil	Nil	Nil
2.	Other than permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	Total differently abled Employees (D+E)	Nil	Nil	Nil	Nil	Nil
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Nil	Nil	Nil	Nil	Nil
5.	Other than Permanent (G)	Nil	Nil	Nil	Nil	Nil
6.	Total differently abled workers (F+G)	Nil	Nil	Nil	Nil	Nil

21. Participation/Inclusion/Representation of women:

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	11	1	9.09
Key Managerial Personnel*	3	0	0

*Key Management Personnel include Managing Director, Company Secretary and Chief Financial Officer. As on the date of signing of this report, total number of Directors are Eight out of which, One is Woman Director. Hence the percentage of Female Director is 12.5%.

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

Particulars	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	28.70%	32.50%	*29.02	34.63%	29.73%	34.25%	30.00%	25.90%	29.82%
Permanent Workers	0	0	0	0	0	0	0	0	0

*Voluntary -18.11 % Involuntary – 10.91%

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

23. (a) Names of holding / subsidiary / associate companies / joint ventures

Sr. No.	Name of the holding/ subsidiary/ associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Uptown Properties & Leasing Private Limited	Wholly owned subsidiary	100%	No.
2.	Bajaj Bangladesh Limited	Wholly owned subsidiary (Incorporated in Bangladesh)	100%	No
3.	Bajaj Corp International (FZE)	Wholly owned subsidiary (Incorporated in UAE)	100%	No

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No):

Yes, CSR is applicable as per Section 135 of Companies Act, 2013

(ii) Turnover (Rs. In Lakhs):

FY 2022-23 – INR 93,811.19

FY 2023-24 – INR 95,156.79

(iii) Net worth (Rs.In Lakhs):

FY 2022-23 – INR 82,086.31

FY 2023-24 – INR 86,549.36

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) (If yes, then provide web-link for grievance redressal policy)	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
Communities & Value Chain Partners	Yes, BCCL has a grievance redressal mechanism Policy for all its stakeholders. Weblink: Policies Investors Bajaj Consumer Care Ltd Designated email id: feedback@bajajconsumer.com for registering complaints and grievance.	0	0	0	0	0	0

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If yes, then provide web-link for grievance redressal policy)	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
Investors (other than Shareholders)	NA	0	0	0	93	Nil	0
Shareholders	Yes. Designated email id: complianceofficer@bajajconsumer.com is displayed on Company's website for registering and addressing all grievances or complaints from investors and shareholders. www.bajajconsumer.com	18	0	Action taken		0	0
Employees and workers	Employee related grievance can be addressed on grievance@bajajconsumer.com Policy is hosted on SAP Success Factors	1	0	Action taken	0	0	0
Customers	Yes. Designated email id- consumer@bajajconsumer.com for registering and addressing complaints from consumers. Email id is displayed on the packaging of BCCL's products	91	0	Action taken	64	0	0
Value Chain Partners	Yes, Bajaj Consumer Care Limited has a grievance redressal mechanism in place for all its stakeholders. The process is set internally and communicated to all stakeholders. Designated email id: feedback@bajajconsumer.com for registering complaints and grievance.	0	0	0	0	0	0
Others (Specify)	NA	NA	NA	NA	NA	NA	NA

26. Overview of the entity’s material responsible business conduct issues. Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

BCCL has conducted comprehensive materiality assessment in FY 2023-2024 to identify its Environmental, Social and Governance (ESG) related material issues and understand the impact of these issues on the business of the Company and its stakeholders.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	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)
1	Product Stewardship	Opportunity	BCCL believes that being responsible for environmental and social impacts of its products throughout their life cycle can help promote the development of product designs and contribute to the profitability along with the creation of a circular economy.	The approach is to conduct Life Cycle Assessment (LCA) of the main product range for better design and sustainable product development.	Positive: The cost incurred for an LCA would be beneficial over the long run.
2	Human Capital Development	Opportunity/ Risk	Consistent investment in growth and development helps build a skilled, motivated, and diverse workforce that drives innovation, productivity, and growth. Further retaining key talent is of vital importance as higher turnover could lead to increased rehiring costs.	BCCL is working towards an inclusive environment promoting human rights, learning and development. BCCL is conscious about its obligations under applicable labour laws.	Positive: Retention of key talent in the organisation augments productivity and better operational performance.
3	Climate Change and Energy & Emission	Risk	Climate change and consequent impact on our business including but not limited to increasing environmental obligations, change in market demands etc. would need the robust strategy to ensure business continuity.	BCCL shall continue working towards measurable plans with targets for a sustainable business.	Negative: Increased costs in mitigating the impacts of climate change.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	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)
4	Waste Management	Risk and Opportunity	Effective waste management can reduce the environmental impact arising out of the business of the company, comply with regulations, enhance reputation, and fulfil social responsibility. Implementing waste reduction strategies and promoting recycling can also lead to cost savings and increased efficiency in the Company’s operations.	BCCL follows the principle of optimized use of materials which promotes waste reduction and use of recycled material wherever possible. BCCL has formulated a waste management policy ensuring better waste management practices.	Positive: The establishment of good waste management practices will rationalize the overall cost of production and will help reducing the environmental impact of our products.
5	Supply Chain Management	Risk/ Opportunity	A robust and agile supply chain forms the backbone of the business ethical and sustainable sourcing practices mitigate risks, and enhance reputation and brand image, On the other hand, efficiently managed uninterrupted distribution network ensures that the customers and business are well served.	BCCL has been working towards strengthening its supply chain and has formulated a sustainable sourcing policy which encourages suppliers to take steps aligning them with the company’s sustainability vision.	Positive: Improvement in long-term sustainability and competitiveness in the market due to reduced environmental impact.
6	Corporate Governance & Compliance	Risk	Corporate governance and compliance failures can lead to a range of risks and significant negative impacts on a company’s financial, operational and reputational performance and should be addressed with diligence and transparency.	Strong management teams and compliance with relevant mandatory and non-mandatory governance practices.	Negative: Any regulatory or compliance failure can lead to financial implications
7	Responsible Marketing and Communication	Risk/ Opportunity.	By promoting ethical, sustainable, and healthy products and practices, companies can attract and retain customers who value these attributes. It also helps ensure compliance with regulations and avoid potential legal or financial consequences. Whereas,	Complying with all the required regulations to avoid any potential legal or financial consequences and	Positive: Effective and responsible marketing and communication creates positive customer experience leading to enhanced brand loyalty.

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	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)
			risks associated with irresponsible marketing practices might lead to reputational damage, decline in market share, consumer trust and negative publicity on media platforms.	establishing an ethical guideline to ensure consumer privacy, responsible advertising and transparency of disclosures.	Negative: Inadequate/ inaccurate disclosures and lack of transparency can include breaches related to consumer laws and may lead to government levied fines and penalties.
8	Business Ethics and Values	Risk	Ethical behavior reflects a company’s commitment to responsible and sustainable business practices, which is an important consideration for the employees, responsible investors, customers, and communities.	We encourage our employees and partners to follow the code of conduct in all forms	Negative: Irresponsible, unethical and unsustainable practice can lead to various adverse implications.
9	Occupational Health and Safety	Risk	Overall, employee health and safety is critical for companies to ensure legal compliance, reduce accidents and injuries, improve productivity, enhance reputation, and fulfill social responsibility.	Strict adherence to Hazard Identification and Risk Assessment (HIRA), ISO 45001 certification	Negative: Any critical incidence or negligence can lead to various adverse implications
10	Customer Relationship Management	Opportunity	Companies that prioritize customer satisfaction and feedback results in increased customer satisfaction and enhanced customer engagement. This further leads to improved product innovation, customer trust and retention, diversity and inclusion and consumer centricity.	We have a strong market connection and we are working towards leveraging feedbacks and fostering deeper consumer engagement.	Positive: A robust customer feedback mechanism will help the organization to analyze customer satisfaction levels and identify opportunities to strengthen customer loyalty.
11	Diversity and Inclusion (DEI)	Opportunity	DEI helps build a more inclusive and equitable workplace, leading to improved business performance, increased customer satisfaction, and social responsibility. DEI initiatives aim to create a diverse and inclusive work environment where employees feel valued, respected, and empowered	As part of our policy, we encourage a diverse workforce with equal opportunity in our organization.	Positive: A diverse workforce promotes inclusiveness and business performance

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	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)
			to contribute their unique perspectives and ideas. By fostering a culture of inclusivity, organisation can attract and retain top talent, enhance innovation, and ultimately drive better business outcomes.		
12	Water and Effluents	Risk	Water is a finite and critical natural resource, so its effective management is important to the business. At BCCL, we have incorporated effective water management techniques that has helped us reduce our consumption.	We are working towards reducing the consumption of water and taking steps to replenish the ground water through various initiatives.	Negative: Ineffective utilization and increased consumption can lead to creating depleted ground water levels in neighboring areas.
13	Privacy and data security	Risk	Data security is critical for any organization in this digitally connected world. Without proper data security measures, organisation are at risk of losing sensitive information, facing legal, financial and reputational consequences.	data security related solutions for network and cyber security are implemented.	Negative: Incidents like cyber-attacks and data leaks can cost significantly in terms of business continuity and consequent financial implication.
14	Community Development	Opportunity	Communities are important part of our society thus assessment of social needs and harmonious engagement & integration is important. Identifying It’s a powerful tool that addresses social and economic issues, promotes inclusivity and diversity, and empowers communities to take action. This approach leads to a mutually beneficial relationship between the community and the organisation.	Strong engagement and connection with the communities where we operate	Positive: CSR activities promote goodwill and elevate reputation resulting in long term financial and reputational rewards for the Company.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Sr. No.	Principles
Principle 1	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable
Principle 2	Businesses should provide goods and services in a manner that is sustainable and safe
Principle 3	Businesses should respect and promote the well-being of all employees, including those in their value chains
Principle 4	Businesses should respect the interests of and be responsive to all its stakeholders
Principle 5	Businesses should respect and promote human rights
Principle 6	Businesses should respect and make efforts to protect and restore the environment
Principle 7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
Principle 8	Businesses should promote inclusive growth and equitable development
Principle 9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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, BCCL acknowledges and covers all the principles and core elements of NGRBC within its various policies adopted in the organisation.								
b. Has the policy been approved by the Board? (Yes/No)	Yes. All the policies following NGRBC principles are approved by the Board.								
c. Web Link of the Policies, if available	List of Policies: 1. Code of Conduct 2. Business Responsibility Policy 3. Whistle Blower Policy 4. Board Performance Evaluation Policy 5. Policy on Prevention of Sexual Harassment at Workplace. 6. Employees-related policies 7. Corporate Social Responsibility Policy 8. Risk Management Policy 9. Code of Practices Procedure for Fair Disclosure of UPSI 10. Determination of materiality of events and dissemination 11. Sustainable Sourcing Policy 12. Waste Management Policy 13. Employee Grievance Redressal Policy 14. Grievance Redressal Policy for external stakeholder 15. Code of Conduct for Regulation Monitoring-Reporting of Trading under SEBI PIT Regulations 2015 as amended 16. Dividend Distribution Policy 17. Policy on Nomination Remuneration-Corporate Governance 18. Code of Conduct for Directors and SM								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	19. Code for Independent Directors								
	20. Succession Plan for Board and Senior Management								
	21. Related Party Transaction Policy								
	22. Policy on Material Subsidiary								
	23. Familiarization programme for Independent Directors								
	24. Policy on Archival and Preservation of documents								
	25. Policy for hiring employees or former employees of Independent Auditors								
	Link to the above-mentioned policies: https://www.bajajconsumercare.com/policies.php								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes. The company has ensured to implement its policies into procedures across the organisation.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes. The company values all its stakeholders and makes sure that all the policies are in the line of identifying and mitigating the issues associated with all the value chain partners.								
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trust) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	1. ISO 9001(QMS),14001 (EMS),45001 (OHSAS) certifications								
	2. GMP certification								
	3. HALAL certification								
	4. NABL certification								
	5. FSSAI license for coconut oil								
	6. FDA & AYUSH certification								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Please refer Point no 6.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	We have defined our medium-term goals in Water, CO2 emissions, and Waste with the baseline of FY 2021-2022. The numbers are enumerated below:								

Description	Baseline FY 21-22	FY 22-23	FY 23-24	Improvement 2023 -24 V/S 2022-23	Improvement 2023- 24 v/s FY 2021-22
Water (Lit/KL)	737	529	351	34%	52%
CO2e - Scope 1 (Kg/KL)	3.4	2.9	2.8	3%	16%
CO2e - Scope 2 (Kg/KL)	73	74	61	18%	17%
Wastage (Kg/KL)	48	35	32	8%	32%

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	BCCL understands that an organisation long-term success is to a great extent determined by how proactively it responds to its environmental, social, and governance dimensions. BCCL is working towards building a brighter future that transcends beyond the mainstream approach of profitability to sustainability, inclusivity, and prosperity.
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/(ies).	The Risk Management & ESG Committee of the Board shall review and oversee the implementation of the Sustainability Policies of the Company.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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. The Risk Management & ESG Committee of the Board of Directors of the Company shall be responsible to take decisions on sustainability related issues of the Company.								
	Name of Member	DIN	Designation		Role				
	Mr.Anupam Dutta	01626554	Independent & Non-Executive Director		Chairman				
	Mr.Jaideep Nandi	06938480	Non-Independent & Executive		Member				
	Ms.Lilian Jessie Paul	02864506	Independent & Non-executive		Member				
	Mr.Rajesh Menon	NA	Head Supply Chain, Operation & IT		Member				

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow-up action	The Senior Management reviews and evaluates the Company's policies. During this evaluation, the policy's effective implementation is assessed. Requisite adjustments in policies and procedures are adopted on need basis.									Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Board of Directors of the Company review the status of all applicable statutory compliance on quarterly basis.									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 the name of the agency.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
No, the Company has not engaged any external agency for independent assessment / evaluation of the working of its policies.										

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified Principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reasons (Please specify)									

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 programs on any of the principles during the financial year:

Segment	Total number of training and awareness programs held	Topics / Principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	5	Familiarization session on Company's business, strategic directions, organizational structure, detailed business updates along with key functional priorities and industry overview during Board meetings.	100%
Key Managerial Personnel	4	<ul style="list-style-type: none">Prevention of Sexual Harassment (POSH)Code of ConductWhistle Blower PolicyMajor Statutory amendments under the SEBI, Companies Act and other applicable laws	100%
Employees other than Board of Directors and KMPs	13	<p>The following topics are covered under the training programs</p> <ul style="list-style-type: none">Prevention of Sexual Harassment (POSH)Managerial developmentCode of ConductBrand ProtectionSkill development	78.20%

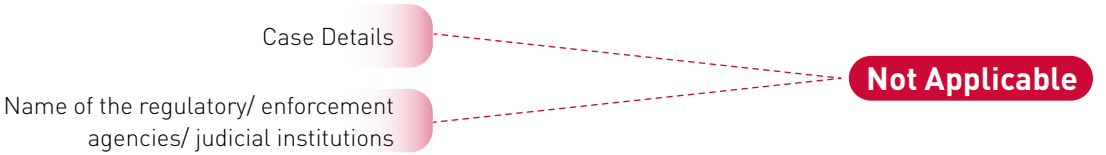
Segment	Total number of training and awareness programs held	Topics / Principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Workers	6	The following topics are covered under the training program: <ul style="list-style-type: none">• Fire Fighting & Fire Safety• General Safety Awareness Training• Tool- Box Training• Machine Safety Training• Training on unsafe act & condition• Health & safety measures training	100%

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

Monetary				
NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Amount (₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
 Penalty/ Fine	No such fines/ penalties were levied during the reporting period.			
 Settlement				
 Compounding fee				

Non-Monetary				
NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)	
 Imprisonment	No such punishments were enforced during the reporting period.			
 Punishment				

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



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.

The Company has an anti-corruption and anti-bribery policy as a part of the Code of Conduct to avoid facilitation of any kind of bribery. The Company has an ethos of maintaining high ethical standards and all the employees are expected to act with personal and professional integrity and maintain honest and ethical conduct while working. BCCL does not encourage any form of bribery or corruption whether direct or indirect by employees or its business partners.

The Company’s code of conduct is available on the company’s website: [Policies | Investors | Bajaj Consumer Care Ltd](#)

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

No such action has been taken against any of the above categories of personnel during the financial year 2023-24.

	FY’ 2023-24		FY’ 2022-23	
Directors	0	0	0	0
KMPs	0	0	0	0
Employees	0	0	0	0
Workers	0	0	0	0

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

	FY’ 2023-24		FY’ 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of directors	Nil	N.A.	Nil	N.A.
Number of complaints received in relation to issues of conflict of interest of KMPs	Nil	N.A.	Nil	N.A.

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.- NA.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	58	51

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:



Parameter	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	NIL	NIL
	b. Number of trading houses where purchases are made from	NIL	NIL
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NIL	NIL
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	100%	100%
	b. Number of dealers / distributors to whom sales are made	2296	2306
	c. Sales to top 10 dealers / distributors as % of total sales to dealers/ distributors	5.90%	5.32%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	NIL	NIL
	b. Sales (Sales to related parties / Total Sales)	1.1%	0.7%
	c. Loans & Advances (Loans & advances given to related parties / Total loans & advances)	NIL	NIL
	d. Investments (Investments in related parties / Total Investments made)	2.8%	4.3%

PRINCIPLE 2:

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

Essential Indicators:

1. 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	FY 2022-23	Details of improvements in environmental and social impacts
 R & D	53.32	87.27	Our consumer first approach guides us in developing consumer centric products for hair & skin wellness. We continuously improve quality of products to provide best value to our consumers. Efforts are also made through our packaging development to reduce our plastic footprint through reduction, reuse and recycle of pre-consumer and post-consumer plastic.
 Capex	24.41	55.3	These investments have helped in reducing water consumption, energy consumption and waste generation.

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

Yes, BCCL has formulated a sustainable sourcing policy which guides us in terms of vendor onboarding as well as regular follow up audits and checks done at the vendor's sites. The Company has processes of assessing and auditing vendors in compliance with local statutory laws which mandate payment of minimum wages, restriction of child labor, other labor laws, and other environmental or pollution compliances at the factory level.

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

88.4% of the input has been sourced sustainably for FY 2023-2024 as per our sustainable sourcing policy.

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.

Type of Product	Process
 Plastics (including packaging)	Plastic Waste generated by the Company is recycled and / or disposed as per the EPR Guidelines.
 E-waste	BCCL engages with certified e-waste vendors for disposal / recycle of e-waste.
 Hazardous waste	Hazardous waste is disposed of through authorized vendors
 other waste.	All other waste such as scrap is disposed off from time to time through authorized vendors.

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. EPR is applicable to BCCL's usage of plastic packaging for its products. The Company is complied with the requirement of Plastic Waste Management Rules, 2016 and subsequent amendments thereto. The waste collection plan is in line with the EPR plan submitted to Pollution Control Board.

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	Total	% of employees covered by									
		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	463	463	100%	463	100%	0	0	463	100%	0	0
 Female	43	43	100%	43	100%	43	100%	0	00	-	-
 Total	506	506	100%	506	100%	43	8%	463	92%	-	-
 Other than Permanent employees											
 Male	29	29	100%	29	100%	0	0	29	100%	-	-
 Female	17	17	100%	17	100%	17	100%	0	0	-	-
 Total	46	46	100%	46	100%	17	37%	29	63%	-	-

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

Category	% of workers covered by										
	Total	Health insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day care facilities	
	(A)	No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
👥 Permanent Workers											
👤 Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
👤 Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
+ Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
👥 Other than Permanent employees											
👤 Male	231	231	100%	231	100%	0	0	0	0	87	38%
👤 Female	126	126	100%	126	100%	126	100%	0	0	60	48%
+ Total	357	357	100%	357	100%	126	35%	0	0	147	41%

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

	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	0.2%	0.2%

2. Details of retirement benefits for Current Financial Year and Previous Financial Year

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 workers	Deducted and deposited with the authority (Y/N/NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	NA	NA	NA	100%	100%	Y
Others- Please Specify	-	-	-	-	-	-

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.

Yes. The Company has taken measures in all plants that the differently abled persons have access to the various areas of operation. The Company recognizes and is working towards improving infrastructure for eliminating barriers to accessibility for differently abled persons in its other premises.




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.

Yes. The Company recognizes the importance of providing equal opportunities. The central aspect of our culture has been a sense of “One BCCL Family”. Our Business Responsibility Policy mandates equal opportunities during recruitment and employment irrespective of caste, creed, gender, race, religion, disability or sexual orientation. The policy for Equal Opportunity is updated on the website of the organization i.e. <https://www.bajajconsumercare.com/policies.php>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100%	100%	N.A.	N.A.
Female	100%	100%	N.A.	N.A.
Total	100%	100%	N.A.	N.A.

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

Category	Yes/No (If yes, then give details of the mechanism in brief)
 Permanent workers	Not Applicable
 Other than Permanent workers	In case of any grievances, contract workers are encouraged to contact our shift supervisors and Unit HR in addition to their contractor & contractor supervisors. All grievances are looked into and adequate measures are taken to redress them.
 Permanent employees	The Company has Grievance Redressal and Whistle Blower Policies in place that provide guidance to raise complaints in case of concerns. These policies are available on the employee portal of the Company. There are dedicated teams that are responsible for addressing the respective complaints.
 Other than Permanent employees	The Company has Grievance Redressal and Whistle Blower Policies in place that provide guidance to raise complaints in case of concerns. These policies are available on the employee portal of the Company. There are dedicated teams that are responsible for addressing the respective complaints.

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

Category	Current Financial Year (FY 2023-24)			Previous Financial Year FY (2022-23)		
	Total Employees/ Workers in Respective Category (A)	No. of employees / Workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	506	0	0	470	0	0
Male	463	0	0	433	0	0
Female	43	0	0	37	0	0
Total permanent Workers	0					
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0

8. Details of training given to employees and workers:

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	Total (A)	On Health and safety measures		On skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
	Employees									
Male	463	463	100%	463	100%	433	433	100%	433	100%
Female	43	43	100%	43	100%	37	37	100%	37	100%
Total	506	506	100%	506	100%	470	470	100%	470	100%
	Workers									
Male	231	231	100%	161	69.69%	254	233	91.73%	148	58.27%
Female	126	126	100%	87	69%	131	97	74.04%	65	49.62%
Total	357	357	100%	248	69.46%	385	330	85.71%	213	55.32%

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	463	463	100%	433	379	88%
Female	43	43	100%	37	26	70%
Total	506	506	100%	470	405	86%
WORKERS						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such a system?

Yes. BCCL places great emphasis on employee’s health and safety. The Company has put in place all the necessary infrastructure & safety systems across all factories. The Company’s health and safety management system has been designed to ensure maximum participation of workers and employees during health and safety training, where they are encouraged to provide suggestions that are taken into consideration for implementation. The Company is focused on both, the physical and mental well-being of its employees and has organized various programs and discussions with well-being experts and medical practitioners.

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

BCCL has implemented Risk Management and Identification system for identification of risks pertaining to safety and workplace wellbeing of its employees. The Company ensures that all of its manufacturing sites follow standards like Hazard Identification and Risk Assessment (HIRA) and ISO 45001, where routine activities are analyzed for significant risks and measures are taken to mitigate these risks. Non-routine activities at the sites are assessed through the Job Safety Analysis (JSA) and work permit system. Adequate measures have been adopted to ensure that significant risks from operations are analysed and appropriate steps are implemented to control the events that trigger these risks.

- c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes, BCCL ensures that work-related hazards are reported. Workers are encouraged to actively participate in the safety meetings and training held regularly at the sites. They are also encouraged to report on unsafe acts and

conditions and appropriate corrective actions and preventive measures are undertaken to mitigate the identified risks within the stipulated timelines.

- d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes, all permanent employees and their family members are provided access to the Company provided or Company supported medical benefits. The Company also provides free annual health checkups to selected employees. The Company has tie-ups with hospitals close to the manufacturing sites wherein workers can visit and avail themselves of healthcare services. It is ensured that there are regular doctor visits to the plants for employees and workers to seek medical advice.

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	Nil	Nil
	Workers	Nil	Nil
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Nil	Nil
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil



*Including in the contract workforce.

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

Some of the measure taken by the entity are as below:

The BCCL ensures all the safety measures are taken at every point in time. It has put into place various assessments to ensure reporting of unsafe actions or conditions and their closure. The Safety Audits are conducted by third parties and their recommendations are implemented. The designated safety manager also conducts periodic internal safety audits and actions are drawn to mitigate any risks identified. Safety awareness campaigns and training are held wherein issues like road safety, fire safety etc. are discussed and safety measures are disseminated to workers. The Company also follows and implements HIRA (Hazard identification and Risk assessment) to keep the workers safe and workplace hazard free. The Company has implemented an emergency response plan and regular mock drills for all identified emergencies across our factories.

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	5	0	All the complaints are addressed appropriately	8	0	All the complaints are addressed appropriately
 Health & Safety	2	0	All the complaints are addressed appropriately	0	0	NA

14. Assessments for the year:



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.

Internal audits of BCCL units at plants as well as corporate level are being conducted on a periodic basis. Corrective and preventive measures are taken based on the findings. Detailed investigations are carried out for all accidents to identify the root causes and to understand the measures required to prevent recurrence. The learnings from all accidents are disseminated across the organisation at periodic intervals.

Some of the corrective actions taken to address the concerns arising from assessments performed are as follows:

- a. Additional control measures like restriction of movement of workers and employees from the area where finished goods are dispatched to avoid any accidents.
- b. All rotating parts of machines have been provided with adequate guards to prevent the risk of injuries to the workers.
- c. Machine guarding is implemented that helps in preventing the potential to cause severe workplace injuries, such as crushed fingers or hands, amputations, burns, or blindness.
- d. Electrical safety drives are conducted to provide adequate awareness of risks from electrical equipment and controls.
- e. All visitors to our plants are updated about the safety procedures and processes followed through the safety videos shown at the entry gates.

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.

A key stakeholder is defined as an individual, group of people or institution that would add value to the business. BCCL has identified both internal and external stakeholders along with an engagement plan. It is committed to engaging with all its stakeholders to understand their perspectives and concerns to craft strategies and policies to deliver long-term value. Constructive communication with internal and external stakeholders is an important exercise that helps with valuable insights to shape our priorities and strategy concerning our commitment and growth plans.

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), Others	Frequency of engagement (Annually/Half Yearly/ Quarterly / Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Emails, notice board, intranet, SMS, Meetings, Website, Periodic Town halls, employee engagement surveys, conferences, offsite training programs etc.	Regularly	Talent Management, Learning & Development, Hiring, Engagement, Rewards & Recognition, Update on Company's performances
Shareholders	No	Emails, newspapers, intimation to stock exchanges, website, investor conferences, general meetings etc.	Quarterly/ Annually /need basis	Notices of General Meetings, dividend intimations, analyst meets, disclosure of financial results and other corporate actions and disclosures.
Investors and other External Channels	No	Emails, SMS, ads, website, newspaper	Regularly	General updates, Business Performance, and other Miscellaneous information
Vendors / Suppliers	No	Emails, phone, web portal, meetings etc.	Daily, monthly	Discussions around purchase strategies and supply/ operational issues
Community	Yes	Emails, website, pamphlets, newspaper, meetings	As and when required	To identify community needs and concerns by conducting Community Problem Analysis, Focus Group Discussion (FGDs), Prioritization and develop Participatory Action Plan by incorporating needs & concerns raised during dialogue & engagement processes with community.
Board of Directors	No	Notice & Agenda of Committee & Board Meetings, Emails	Quarterly and need basis	Approval of financials and other corporate actions, update on business operations and other related matters.

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	506	426	84.18%	470	454	97%
Other than Permanent	46	0	0	27	0	0
Total Employees	552	426	77.17%	497	454	91.34%
Workers						
Permanent	0	0	0	0	0	0
Other than Permanent	357	0	0	385	0	0
Total Workers	357	0	0	385	0	0

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
				Employees						
Permanent										
Male	463	0	0	463	100%	433	NA	NA	433	100%
Female	43	0	0	43	100%	37	NA	NA	37	100%
Other than Permanent										
Male	29	0	0	29	100%	20	NA	NA	20	100%
Female	17	0	0	17	100%	7	NA	NA	7	100%
				Workers						
Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent										
Male	231	188	81.39%	43	18.61%	254	193	76%	61	24%
Female	126	125	99.20%	1	0.80%	131	128	98%	2	2%

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

	Male		Female	
	Number	Median remuneration/salary/ wages of respective category (₹ in lakhs)	Number	Median remuneration/ salary/wages of respective category (₹ in lakhs)
Board of Directors (BoD)	10	85000	1	115000
Key Managerial Personnel (KMP)	3	10526898	NA	NA
Employees other than BoD and KMP	460	882756	43	1781178
Workers	0	0	0	0

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Gross wages paid to females as % of total wages	11%	10%

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

Yes, The Company has teams in places to address human rights issues. The Company has also established the POSH Internal Complaints Committee (ICC) to deal with sexual harassment cases reported by any worker or employee.

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

Guidance on human rights related issues is covered as a part of BCCL's Code of Conduct. The Company has a Whistle Blower Policy that allows and encourages its stakeholders to raise concerns about violations against the Code of Conduct. Any concerns reported are addressed by appropriate teams. Additionally, the Company has also established Internal Complaints Committee (ICC) under the provisions of POSH Act for dealing with any complaint or issues with respect to sexual harassment.

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 the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	1	0	Action taken	1	0	Action Taken
Discrimination at workplace	0	0	N.A.	0	0	N.A.
Child Labour	0	0	N.A.	0	0	N.A.
Forced Labour/ Involuntary Labour	0	0	N.A.	0	0	N.A.
Wages	0	0	N.A.	0	0	N.A.
Other Human rights related issues	0	0	N.A.	0	0	N.A.

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

Parameter	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	1
Complaints on POSH as a % of female employees / workers	2.32%	2.70%
Complaints on POSH upheld	1	1

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

BCCL policies ensure that the complete confidentiality of the complainants is always maintained to prevent any adverse consequences to the complainants.

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

Yes. The Company understands and values the importance of human rights and hence human rights requirements are a part of business agreements and contracts.

10. Assessments for the year:

Parameter	% of plants and offices that were assessed (by company or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	NA

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

Not applicable, there were no significant risks/ concerns that needed corrective actions.

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 resources		
Total electricity consumption [A]	1442	355
Total fuel consumption [B]	0	0
Energy consumption through other sources [C]	0	0
Total energy consumed from renewable sources (A+B+C) – in GJ	1442	355
From non-renewable resources		
Total electricity consumption [D] – in GJ	2768	4390
Total fuel consumption [E]	593	564
Energy consumption through other sources [F]	0	0

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total energy consumed from non- renewable sources (D+E+F) – in GJ	3361	4954
Total energy consumed (A+B+C+D+E+F)	4803	5309
Energy intensity per rupee of turnover (Total energy consumed / revenue from operations)	505	566
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) * (Total energy consumed /Revenue from operations adjusted for PPP) in Joules/INR	11357	12788
Energy intensity in terms of physical output** Energy intensity (optional) – the relevant metric may be selected by the entity	9.49	11.29
	-	-

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

* The revenue from operations has been adjusted against for PPP based on the latest PPP conversion factor published for the year 2022 by the World Bank for India which is 22.88.

**the physical output : full time employees (FTE)

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.

The Company as of now does not have any sites or facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) scheme of the Government of India.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	0
(ii) Groundwater (KL)	4737	7624
(iii) Third party water	741	4
(iv) Seawater / desalinated water	0	0
(v) Others	0	9.36
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	5478	7637
Total volume of water consumption (in kiloliters)	5478	7637
Water intensity per rupee of turnover (Water consumed / turnover) (Litres/INR)	0.000576	0.00081
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total water consumption / Revenue from operations adjusted for PPP)	0.0130	0.018
Water intensity in terms of physical output** Water intensity (optional) – the relevant metric may be selected by the entity	10.83	16.24
	-	-

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

*The revenue from operations has been adjusted against for PPP based on the latest PPP conversion factor published for the year 2022 by the World Bank for India which is 22.88.

**The physical output : fulltime employees (FTE)

4. Provide the following details related to water discharged:

Parameter	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	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater (KL)	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties	635	776
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(v) Others	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	635	776

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

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

BCCL understands the criticality of water and we are working towards integrating water neutrality in our operations. The Company has taken initiatives towards being a Zero Liquid Discharge Operations by investing in STP in our plant at Paonta Sahib Site and upgrading the ETP facilities at our operations in Guwahati. We have stopped sending any discharged water outside Paonta Sahib Site from July 2023 onwards.

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

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	g/Kw-hr	1.1	0.338
Sox	mg/Nm ³	Not detected	Not detected
Particulate matter (PM)	g/KW-hr	0.10	0.018
Hydrocarbon	%	0.020	Not detected
Carbon monoxide	g/Kw-hr	1.09	0.287*
Hazardous Air Pollutants (HAP)		00	0
Others – please specify		0	0

* Volatile organic Compounds (VOC) - Carbon monoxide

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

7. 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 CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	44.30	42.14
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	947.4	1067.74
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Gm/Rupee	0.10	0.12
Total Scope 1 and 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* Total Scope 1 and Scope 2 GHG Emission / Revenue from operations adjusted for PPP)		2.34	2.67
Total Scope 1 and 2 emission intensity in terms of physical output**		1.96	2.36
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Kg/kl	-	-

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

*The revenue from operations has been adjusted against for PPP based on the latest PPP conversion factor published for the year 2022 by the World Bank for India which is 22.88.

**The physical output: Full time employees [FTE].

8. Does the entity have any project related to reducing Greenhouse Gas emission? If Yes, then provide details.

Yes, the Company has undertaken various projects to ensure the reduction in greenhouse gas emissions and invested in carbon efficient technologies in our plants to reduce the overall energy intensity. Miyawaki plantation has been implemented in one of the site close to the plant which would helps partially offset the carbon emissions from our operations. We will continue to look at more such opportunities in the neighborhood of plants for carbon sequestration.

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)	140.3	113.10
E-waste (B)	0.211	0.162
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	53.8	56.30
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	312.4	341.2
Total (A+B + C + D + E + F + G + H)	506.8	511
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (gram/INR)	0.053	0.054
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)*	1.198	1.23
Waste intensity in terms of physical output**	1	1.09
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	80.9	76.5
(ii) Re-used	NIL	NIL
(iii) Other recovery operations	NIL	NIL
Total	80.9	76.5
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NIL	NIL
(ii) Landfilling	NIL	NIL
(iii) Other disposal operations	425.9	434.2
Total	425.9	434.2

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

*The revenue from operations has been adjusted against for PPP based on the latest PPP conversion factor published for the year 2022 by the World Bank for India which is 22.88.

**The physical output: Full time employees (FTE).

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.

We understand the impact of waste and toxins is detrimental to our surroundings and are taking all necessary steps to manage waste. We dispose of the hazardous and other toxic wastes through -authorized vendors registered with the Pollution Control Board who further dispose of the waste as per Government Guidelines.

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:

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

None of our operations are in /around the ecologically sensitive areas for which environmental approvals/ clearances are required.

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 the project	EIA notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Weblink
NA	NA	NA	NA	NA	NA

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:

The Company is in compliance with all applicable environmental related legislations in force except the below one case:

Sr.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	Central Ground Water Authority (CGWA)	Use of ground water at the Paonta Plant required a No Objection Certificate (NOC) to be obtained from the Authority.	Nil	An application for NOC has already been filed with Central Ground Water Authority.

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.

The Company has affiliations with 5 trade and industry associations.

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

Sr.No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Indian Society of Advertisers	National
2	CII	National
3	Advertising Standards Council of India (ASCI)	National
4	Indian Beauty & Hygiene Association	National
5	Udaipur Chamber of Commerce	State

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 is taken
There have been no issues of anti-competitive conduct levied against the Company during the reporting period.		

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 of the 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
The Company has not conducted Social Impact Assessments (SIA) of projects undertaken by the Company based on applicable laws, in the current financial year					

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

Sr.No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable						

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

To redress grievances of the community our Company tries to understand the situation from the ground level through frequent interaction with the community members or through periodical dialogue and stakeholder engagement activities. We focus on resolving problems through mutual understanding and dialogues.

The Company's CSR implementing agency also communicates with Government officials of various departments such as agriculture, animal husbandry, irrigation, forest, MEDA and other relevant stakeholders etc. for collaboration of the developmental activities on regular basis.

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

	FY 2023-24 Current Financial year	FY 2022-23 Previous Financial year
Directly sourced from MSMEs/ small producers	17%	31%
Directly from within India	92%	100%

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.

Location	FY 2023-24 Current Financial year	FY 2022-23 Previous Financial year
Rural	0	0
Semi-urban	1.8%	1.1%
Urban	0	0
Metropolitan	27.6%	32.9%

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

PRINCIPLE 9:

Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators:

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

BCCL has a well-established consumer complaint management cell called the “Voice of the Customer Cell”. The cell addresses consumers’ feedback about their experiences, quality and expectations from products. Consumer complaints, feedback and expectations of consumers to improve consumer satisfaction and loyalty on consumer needs, expectations, understandings, and product improvement are recorded and responded to in a time-bound manner.

Feedback is received via E-mails, Calls and SMSs from external customers as well as internal team members of the Company and resolution is provided within a reasonable time frame.

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

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

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

	FY’ 2023-24			FY’ 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	00	N.A.	0	00	N.A.
Advertising	0	00	N.A.	0	0	N.A.
Cyber-security	0	00	N.A.	0	00	N.A.
Delivery of essential services	0	00	N.A.	00	0	N.A.

	FY' 2023-24			FY' 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Restrictive Trade Practices	0	00	N.A.	00	0	N.A.
Unfair Trade Practices	0	00	N.A.	00	0	N.A.
Others	91	00	Complaints with respect to bulk quality & product packaging are considered	64	0	Complaints with respect to bulk quality & product packaging are considered.

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

	Number	Reasons for recall
Voluntary recalls	Nil	NA
Forced recalls	Nil	NA

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. The Risk management & ESG committee has adopted a framework that monitors and reviews cyber security and data privacy risks that the Company could be exposed to. It also defines measurements for risk mitigation and identification of risks in the systems and processes for internal controls.

The Company also has a Cookies and Privacy Policy and is available on the Company website at <https://www.bajajconsumercare.com/Cookies-&-Privacy-Policy.php>

The Data Protection Policy of the Company can be accessed at <https://www.bajajconsumercare.com/Data-Protection-Policy.php>

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.

Nil. BCCL ensures to adhere to all the applicable rules and regulations.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches- NIL
- Percentage of data breaches involving personally identifiable information of customers- NIL
- Impact, if any, of the data breaches- NA