

Business Responsibility and Sustainability Report

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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

Section A

General Disclosures

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Company	L15202DL1959PLC003786
2.	Name of the Company	Nestlé India Limited
3.	Year of Incorporation	28 th March 1959
4.	Registered office address	100 / 101, World Trade Centre, Barakhamba Lane, New Delhi – 110001, India
5.	Corporate office address	“Nestlé House”, Jacaranda Marg, ‘M’ Block, DLF City, Phase - II, Gurugram - 122 002, Haryana, India
6.	E-mail id	investor@in.nestle.com
7.	Telephone	011-23418891
8.	Website	www.nestle.in
9.	Financial year for which reporting is being done	For fifteen months financial year ended 31 st March 2024
10.	Name of the Stock Exchange(s) where shares are Listed	BSE Limited National Stock Exchange of India Limited (with effect from 1 st August 2023)
11.	Paid-up capital (In ₹)	964,157,160
12.	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Mr. Sanjay Khajuria Head - Corporate Affairs and Sustainability Sanjay.Khajuria@in.nestle.com 011-23418891
13.	Reporting boundary	The disclosures made in this report are on a standalone basis.
14.	Name of Assurance Provider (BRSR Core)	Grant Thornton Bharat LLP (“GTBLLP”), LLP ID: AAA-7677 Name of Assurer: Abhishek Tripathi Designation: Partner Date of signing: 25 th April 2024
15.	Type of Assurance Obtained	Reasonable Assurance as per ISAE3000

II. Products/services

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

S.No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1.	Food Processing Industry	Food Processing Industry	100%

2. Products/Services sold by the entity (accounting for 90% of the turnover):

S.No.	Product/Service	NIC Code	% of Total Turnover Contributed
1	Milk Products and Nutrition	10509	40.7%
2	Prepared dishes and cooking aids	10750	30.4%
3	Confectionery	10732 & 10733	16.5%
4	Powdered and Liquid Beverages	10792	12.4%

III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	9	4 Sales Branches 1 Head office, 1 Registered Office	15
International	Not Applicable	-	-

Your Company's nine manufacturing facilities are located at Moga (Punjab), Choladi (Tamil Nadu), Nanjangud (Karnataka), Samalkha (Haryana), Ponda (Goa), Bicholim (Goa), Pantnagar (Uttarakhand), Tahliwal (Himachal Pradesh) and Sanand (Gujarat). Your Company is in the process of setting up a food processing unit at Mundaamba, Odisha.

The Registered Office of the Company is located at New Delhi. Four Sales Branch located at Gurugram, Mumbai, Chennai and Kolkata help facilitate the sales and marketing activities of the Company. The Head Office is located at Gurugram, Haryana.

4. Markets served by the entity

a. Number of locations

Location	Number
National (No. of States)	Pan-India 36 (28 States/8 UTs)
International (No. of Countries)	25*

* Your Company exported products to 25 countries during the 15 month financial period ended 31st March 2024

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

15 Months FY ended 31 st March 2024	~4%
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c. A brief on types of customers

With nine factories and a large number of co-packers, co-manufacturers and trade partners, your Company provides consumers in India with products of international standards.

Your Company works to build relationships that ensure long-term business for everyone. Your Company constantly reviews the product portfolio along with evolving consumer needs and looks to optimize the product portfolio that is offered to the consumers.

Customers brief: Your Company reaches consumers through its wide network of distributors, traditional and organized trade, e-commerce, canteen stores and pharmacies. Through its Direct-to-Consumer (D2C) e-commerce platform www.mynestle.com, Nestlé products manufactured in India are available in selected towns of National Capital Region (NCR).

IV. Employees

5. Details as at the end of Financial Year: [15 Months FY ended 31st March 2024]

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	%(B/A)	No. (C)	%(C/A)
EMPLOYEES						
1.	Permanent (D)	3,980	2,971	74.6%	1,009	25.4%
2.	Other than Permanent (E)	220	152	69.1%	68	30.9%
3.	Total employees (D + E)	4,200	3,123	74.4%	1,077	25.6%
WORKERS						
1.	Permanent (F)	4,756	4,530	95.2%	226	4.8%
2.	Other than Permanent (G)	11,449	10,471	91.5%	978	8.5%
3.	Total workers (F + G)	16,205	15,001	92.6%	1,204	7.4%

Note: Definition of employee clustering is as under:

Permanent Employees include white collar employees • Other than Permanent Employees include Temporary, Contractual and Third-party employees.

Permanent Workers include technicians, associates, staff, and collaborators • Other than Permanent Workers include Contractual Labour, Temporary Fixed Term Contractual.

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	%(B/A)	No. (C)	%(C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	13	12	92%	1	8%
2.	Other than Permanent (E)	12	9	75%	3	25%
3.	Total differently abled employees (D + E)	25	21	84%	4	16%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	26	23	88%	3	12%
5.	Other than Permanent (G)	3	3	100%	0	-
6.	Total differently abled workers (F + G)	29	26	90%	3	10%

6. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	%(B/A)
Board of Directors	8	4	50%
Key Managerial Personnel (KMP)*	1	0	0

*KMP other than Members of the Board of Directors

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

	15 Months FY ended 31 st March 2024 (Turnover rate in current FY)			FY 2022 Jan 2022 to Dec 2022 (Turnover rate in previous FY)			FY 2021 Jan 2021 to Dec 2021 (Turnover rate in the year to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	8.6%	15.0%	10.2%	13.2%	25.9%	16.5%	8%	16.3%	10%
Permanent Workers	1.0%	7.4%	1.6%	0.37%	8.7%	0.8%	0.16%	11.6%	0.6%

Note: The trends indicate that the attrition amongst female workforce was higher due to personal and contextual reasons such as marriage, re-location, etc. The 15-month turnover has been annualized.

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

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

S. 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	Nestlé SA	Holding	34.28	No
2	Maggi Enterprises Limited	Holding	28.48	No

Note: The policies have been derived and adopted from the Nestlé Global Policies and are aligned as per local requirements to safeguard the interests of all its stakeholders.

VI. CSR Details

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

Yes

(ii) Turnover (in ₹): 242,754.8 million

(iii) Net worth (in ₹): 33,408.9 million

Note: Figures in (ii) and (iii) are for 15 Months FY ended 31st March 2024

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 (NGRBC).

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	15 Months FY ended 31 st March 2024 (Jan 2023 to Mar 2024) Current Financial Year			FY 2022 (Jan 2022 to Dec 2022) 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	Yes. Weblinks*	0	0	-	0	0	-
Investors (other than shareholders)	Yes. Weblinks*	0	0	-	0	0	-
Shareholders	Yes. Weblinks*	16	0	-	14	0	-
Employees and workers	Yes. Weblinks*	17	5	-	29	3	-
Customers	Yes. Email: wecare@in.nestle.com	8,376	0	-	5,338	0	-
Value Chain Partners	Yes. Weblinks*	16	3	-	30	3	-
Others (please specify)	-	-	-	-	-	-	-

* Weblink: Policy: www.nestle.in/investors/policies; Vigil mechanism: www.nestle.com/about/how-we-do-business/report-compliance-concerns

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

S. 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	Renewable Fuel and Renewable Power	Opportunity	Reduction of emissions and protection of the environment	Move to renewable sources of energy across the manufacturing locations. Your Company is installing biomass boilers at factories in Nanjangud, Moga and Sanand and moving from Furnace Oil to Natural Gas in Nanjangud that will help in reducing GHG emissions per annum.	Initially because of capital expenditure and operational expenditure, this will be negative, but in medium to long term it is expected to be positive.

S. 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)
2	Plastic (laminated used for packaging)	Risk and Opportunity	<p>Risk: Limited recycling infrastructure</p> <p>Non availability of segregated plastics as the % segregation for recyclable and non-recyclable plastics is low. These challenges impact the efficiency of the recycling process.</p> <p>Opportunity: Reduce plastic consumption using interventions</p> <ul style="list-style-type: none"> • Size reduction /Elimination (where possible) • Use of alternate material which is easy to recycle 	Move to mono layer laminate to mitigate impact. Increase use of recycled content, as permitted by regulations.	Change to mono-layer laminate will be negative. Reduced plastic usage will be positive.
3	Social responsibility towards society	Opportunity	Your Company's commitment to the society is sincere and longstanding and the focus is on areas where societal needs are high. The initiatives include nutrition awareness; plastic waste management; creating access to clean drinking water and sanitation; training street food vendors on food safety and hygiene and village adoption.	Details are appended in Annexure-2 that forms an integral part of Annual Report.	Your Company's initiatives are in line with national priorities and SDGs. Your Company strives to make a positive impact and create maximum value for the society.

Section B

Management and Process Disclosures

The National Guidelines for Responsible Business Conduct [NGRBC] as brought out by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

P1	Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive to all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and restore the environment
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	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	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	@	@	@	@	@	@	@	@	@
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>Your Company's manufacturing facilities and office premises have well defined Environment, Health, Safety and Quality Management systems in place with stringent internal standards and are also certified with international standards ISO 45001: 2018: Occupational Health and safety Management system; ISO 14001: 2015: Environmental Management system, ISO 9001: 2015: Quality Management system. Additionally, manufacturing facilities are certified with ISO/IEC 17025:2017 (Testing and Calibration Laboratories Accreditation), BIS and FSSC 22000 (Food Safety System Certification).</p> <p>Your Company works with suppliers/farmers and sourcing ingredients adhering to certifications for key commodities like, 4C and Rainforest Alliance (RFA) for Coffee; Bonsucro for Sugar and Roundtable for Sustainable Palm Oil for Palm, UTZ and RFA for Cocoa.</p>								

<p>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</p>	<p>Your Company is one of the key markets of Nestlé group is also committed to reduce the emissions and accelerating the sustainability journey.</p> <p>By 2025, as part of the global commitment, Nestlé aims to reduce the emissions by 20% by 2025 and by 50% by 2050. As a part of the global commitment Nestlé aims to source 50% of the ingredients from regenerative agriculture by 2030 will help to do so, as will investing in sustainable logistics, packaging, and manufacturing activities. Our approach to net zero is designed to mitigate emissions across our value chain and help address impacts on natural ecosystems, communities and food systems.</p>
<p>6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</p>	<p>One of the key climate commitments made by the Company is to be net zero by 2050. To achieve this, your Company has implemented various initiatives to reduce its greenhouse gas emissions across its value chain. Your Company India has invested in renewable energy sources which has helped in reducing its reliance on fossil fuels, along with improving energy efficiency in its manufacturing processes, resulting in reduced emissions.</p> <p>In addition to reducing scope 1 and scope 2 emissions, your Company has also taken steps to promote sustainable agriculture and reduce emissions in its supply chain (scope 3). Your Company has collaborated with farmers and key suppliers to promote sustainable farming practices.</p>

Governance, leadership and oversight

<p>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).</p> <p>Your Company's vision is to be seen as 'Leaders in Sustainability' and as 'Solution provider', by the consumers, employees, partners, society and other stakeholders.</p> <p>At Nestlé, sustainability inspires and guides everything the Company does. Your Company is committed to environmentally sustainable business practices across its value chain making the right choices to protect the future by integrating environmental considerations into its business planning. Preserving the planet is weaved into the Purpose of your Company - "We unlock the power of food to enhance quality of life for everyone, today and for generations to come".</p> <p>Your Company has accelerated the sustainability journey by working across 4 focus areas related to climate change, plastics and packaging, responsible sourcing and water management. Its efforts encompass the entire value chain, where it actively engages with farmers, suppliers, employees and consumers to increase awareness about the planet. Your Company has made substantial progress in the sustainability journey towards reducing overall emissions. The key projects cut across 4 focus areas:</p> <ul style="list-style-type: none"> ● Sourcing the ingredients sustainably: especially raw materials where your Company is working closely with farmers to educate / build sustainability practices. ● Manufacturing sustainably: By increasing usage of renewable sources of energy. ● Optimizing use of water: By conserving, limiting usage, facilitating re-use. ● Building sustainable packaging options: Reducing overall use of virgin plastic material, design for recycle. <p>Your Company is committed to being open and transparent, and to listening to the views of other stakeholders as it moves forward towards sustainable development.</p>

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	<p>At the highest level, the Board of Directors of your Company, led by the Chairman and Managing Director, has the primary role to protect and assess the Business Responsibility (BR) performance of your Company.</p> <p>The Risk Management and Sustainability Initiatives (RMSI) Committee reviews amongst other things, your Company's Business Responsibility and Sustainability agenda including the measures which ensure the Company's sustainability commitment and how its long-term strategy relates to its ability to create shared value.</p> <p>The RMSI Committee, inter-alia, reviews Company's plan and actions with regard to climate change, plastics and packaging, water management and responsible sourcing. The RMSI Committee also oversees compliance of all the policies and disclosures under SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations") for the purpose of Business Responsibility and Sustainability Reporting requirements.</p>
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.	<p>Yes, the Board of Directors has entrusted RMSI Committee to oversee the sustainability initiatives of your Company. The Committee meets once in a quarter. The Committee comprises of two executive directors and three independent non-executive directors of your Company.</p> <p>Your Company has also set up a Governance Council to provide oversight, direction and support on Sustainability, headed by the Chairman and Managing Director. The Council also includes the key members of the management committee as well as leads of the task forces that have been set up to drive and deliver key projects. The five task force are Sustainable Sourcing, Sustainable Packaging, Manufacturing & Logistics, Brands, Recipes & Portfolio and Advocacy & Communication.</p> <p>The Governance Council meets regularly and reviews progress of the sustainability projects undertaken by the task forces. The Governance Council reports the progress to the RMSI Committee and the Board of Directors of the Company.</p>

Note: The policies have been derived and adopted from the Nestlé Global Policies and are aligned as per local requirements to safeguard the interests of all its stakeholders.

10. Details of Review of NGRBCs by the Company:

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

A* - Annually, C^ - Committee of the Board: Q# - Quarterly

Note: There were no follow-up actions by the Committee of the Board.

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

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	N	N	N	N	N	N	N	N	N

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

	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)	Not Applicable								
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 reason (please specify)									

@Weblink of the Policies:

Principle 1 Ethics, Transparency and Accountability: Businesses should conduct and govern themselves with integrity in a manner that is Ethical, Transparent and Accountable.

- **Nestlé Corporate Business Principles**

<https://www.nestle.com/sites/default/files/asset-library/documents/library/documents/corporate-governance/corporate-business-principles-en.pdf>

- **Nestlé India Code of Business Conduct**

<https://www.nestle.in/sites/g/files/pydnoa451/files/2019-11/nestle-india-code-of-business-conduct-22-11-19.pdf>

Principle 2: Product Life Cycle Sustainability: Businesses should provide goods and services in a manner that is sustainable and safe

- **Nestlé Quality Policy**

https://www.nestle.com/sites/default/files/asset-library/documents/library/documents/suppliers/quality_policy_nestle.pdf

Principle 3: Employee Well Being: Businesses should respect and promote the well-being of all employees, including those in their value chains

- **Whistle Blower Policy**

<https://www.nestle.in/investors/policies>

- **Equal Opportunity Policy**

<https://www.nestle.in/jobs/equal-opportunity-policy>

- **Nestlé Corporate Business Principles**

<https://www.nestle.in/aboutus/report-your-concerns/nestl%C3%A9%27s-corporate-business-principles>

- **ISO 45001: 2018: Occupational Health and Safety Management System**

Principle 4: Stakeholder Engagement: Businesses should respect the interests of and be responsive to all its stakeholders

- **Nestlé Corporate Business Principles**

<https://www.nestle.com/sites/default/files/asset-library/documents/library/documents/corporate-governance/corporate-business-principles-en.pdf>

Principle 5: Businesses should respect and promote human rights

- **Nestlé Responsible Sourcing Standard**

<https://www.nestle.com/sites/default/files/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf>

- **Fostering a culture of business ethics**

<https://www.nestle.com/csv/what-is-csv/ethical-business/human-rights>

Principle 6: Environment: Businesses should respect and make efforts to protect and restore the environment

- **Nestlé Responsible Sourcing Standard**

<https://www.nestle.com/sites/default/files/asset-library/documents/library/documents/suppliers/nestle-responsible-sourcing-standard-english.pdf>

- **Safety, Health & Environmental Sustainability Policy**

<https://www.nestle.in/sites/g/files/pydnoa451/files/asset-library/publishingimages/csv/pdf/shandepolicy.pdf>

- **The Nestlé Policy on Environmental Sustainability**

https://www.nestle.com/sites/default/files/asset-library/documents/library/documents/environmental_sustainability/nestl%C3%A9%20policy%20on%20environmental%20sustainability.pdf

Principle 7: Policy Advocacy: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

- **Nestlé Corporate Business Principles**

https://www.nestle.com/sites/default/files/asset-library/documents/library/documents/corporate_governance/corporate-business-principles-en.pdf

- **Antitrust Law Policy**

https://www.nestle.com/sites/default/files/asset-library/documents/library/documents/about_us/nestle-group-antitrust-law-policy-september-2016.pdf

- **Transparency on advocacy, lobbying and industry associations (nestle.com)**

<https://www.nestle.com/sustainability/responsible-business/leadership-advocacy>

Principle 8: Inclusive Growth: Businesses should promote inclusive growth and equitable development

- **Nestlé Corporate Social Responsibility Policy**

www.nestle.in/investors/policies

Principle 9: Customer/Consumer Value: Businesses should engage with and provide value to their consumers in a responsible manner

- **Nestlé Marketing Communication to Children Policy**

https://www.nestle.com/sites/default/files/asset-library/documents/library/documents/corporate_social_responsibility/nestle-marketing-communication-children-policy.pdf

- **Nestlé Consumer Communication Principle**

http://www.nestle.com/asset-library/documents/library/documents/about_us/communication-principles.pdf

Section C

Principle wise Performance Disclosure

Principle 1

Ethics, Transparency and Accountability: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicator

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year

Segment	Total Number of Training and Awareness Programmes held	Topics/Principles Covered Under the Training and its impact	% of Persons in Respective Category Covered by the Awareness Programmes
Board of Directors (online mode)	1	Ethics, transparency, human rights	100%
Key Managerial Personnel	1	Integrity, ethics, transparency	100%
Employees other than BoD and KMPs	2,855	All principles	71.8%
Workers	424	Integrity, ethics, transparency	61.5%

Your Company's business practices have been governed by integrity, honesty, fair dealing and full compliance with all the applicable laws. Nestlé employees have upheld and lived this commitment in their everyday responsibilities ever since, and Nestlé's reputation remains one of the Company's most important assets today. The *Nestlé Corporate Business Principles* prescribe certain values and principles which Nestlé has committed to globally. The *Code of Business Conduct* specifies and helps the continued implementation of the Corporate Business Principles by establishing certain non-negotiable minimum standards of behaviour in key areas. Considering the importance, all employees are regularly trained on the principles and values that the organization is committed to via multiple different trainings in online and offline format covering the tenets of ethics, transparency and responsibility, and it's ensured that they are well aware of them.

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 (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

During the fifteen months financial year ended 31st March 2024, no material fines/ penalties/ punishment/ award/ compounding fees/ settlement amount was paid in proceedings (by the entity or by directors/ KMPs) with regulators/ Law enforcement agencies/ judicial institutions.

During the year under review, following are the events disclosed to the stock exchanges, without any application of guidelines for materiality, under Regulation 30 read with Para A of Part A of Schedule III to the Listing Regulations:

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Principle 1	Additional Commissioner, Office of the Principal Commissioner, Central Goods & Services	4,65,29,173/-	Order in Original for demand of: (i) tax under Section 73(9) the CGST/ SGST Act, 2017, amounting to ₹ 46,40,41,370/-;	Yes

Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
		Tax & Central Excise Commissionerate Chandigarh, C.R. Building, Sector-17C, Chandigarh		(ii) applicable interest; and (iii) imposing penalty amounting to ₹ 4,65,29,173/-.	
		Deputy Commissioner of State Tax, Patliputra, Central, Bihar	1,50,195/-	Order in Original for demand of: (i) tax under Section 73(9) the CGST/ SGST Act, 2017, amounting to ₹ 15,01,942/-; (ii) applicable interest; and (iii) imposing penalty amounting to ₹ 1,50,195/-.	Yes
		Commissioner (Appeals), Office of the Commissioner (Appeals), CGST & Customs, Goa	13,38,790/-	Order-in-appeal upholding demand confirmed in Order-in-original passed by Joint Commissioner vide its Order dated 11 th November 2022 for demand of: (i) tax under Section 73(1) the CGST/ SGST Act, 2017, amounting to ₹ 1,33,87,905/-; (ii) applicable interest; and (iii) imposing penalty amounting to ₹ 13,38,790/-.	Yes
		Additional Commissioner of Customs, Office of the Commissioner of Customs, Chennai-II (Import), Custom House, No. 60, Rajaji Salai, Chennai - 600 001	Fine- 2,00,000/- Penalty- 5,00,000/-	Order-in-original passed by Additional Commissioner of Customs, Chennai in relation to the classification of imports and demand of differential Customs duty: (i) amounting to ₹ 16,55,548/- under Section 28AA of Customs Act, 1962 along with applicable interest; (ii) imposing fine amounting to ₹ 5,00,000/- under Section 111(m) and 111(o) of Customs Act, 1962 for redemption of goods liable for confiscation; and (iii) imposing penalty amounting to ₹ 2,00,000/- under Section 112(a) of Customs Act, 1962.	Yes
		Joint Commissioner of Commercial Taxes, [Appeal-06] TTMC Complex, Shantinagara, Bangalore-560027	2,15,914/-	Appeal Order for the demand of: (i) tax under IGST/ CGST/ SGST Act, 2017, amounting to ₹ 21,59,140/-; (ii) applicable interest; and (iii) imposing penalty amounting to ₹ 2,15,914/-.	Yes
Settlement	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable
Compounding Fee	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable

Non-Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable
Punishment	Not Applicable	Not Applicable	Nil	Not Applicable	Not Applicable

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.

Nil

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable	Not Applicable

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

Yes. The *Nestlé Corporate Business Principles (NCBP)* prescribe certain values and principles which Nestlé has committed to worldwide. Other significant documents from the Nestlé Group, which define the standard of behaviour of the Company, are *Nestlé Purpose and Values* and *Nestlé Responsible Sourcing Standard*.

The *Nestlé Code of Business Conduct* specifies and helps the continued implementation of the *Corporate Business Principles* by establishing certain non-negotiable minimum standards of behaviour in key areas, one of which is anti-corruption and bribery. The *Code of Business Conduct* guidelines in detail the prescribed behavior pertaining to the area. Part of it states, "The Employees must never, directly or through intermediaries, offer or promise any personal or improper financial or other advantage in order to obtain or retain a business or other advantage from a third party, whether public or private. Nor must they accept any such advantage in return for any preferential treatment of a third party. Moreover, employees must refrain from any activity or behaviour that could give rise to the appearance or suspicion of such conduct or the attempt there of." The link of the *NCBP* is provided hereunder: www.nestle.in/sites/g/files/pydnoa451/files/investors/documents/nestle_india_code_of_business_conduct_.pdf

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

Nil

Segment	15 Months FY ended 31 st March 2024 (Jan 2023 to Mar 2024) Current Financial Year	FY 2022 Jan 2022 to Dec 2022 (Previous Financial Year)
Directors	None	None
KMPs	None	None
Employees	None	None
Workers	None	None

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

Nil

	15 Months FY ended 31 st March 2024 (Jan 2023 to Mar 2024)		FY 2022 Jan 2022 to Dec 2022	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of the Directors	0	Not Applicable	0	Not Applicable
Number of complaints received in relation to issues of conflict of interest of the KMPs	0	Not Applicable	0	Not Applicable

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, or cases of corruption and conflicts of interest.

Not Applicable

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

Segment	15 Months FY ended 31 st March 2024 (Jan 2023 to Mar 2024) Current Financial Year	FY 2022 Jan 2022 to Dec 2022 (Previous Financial Year)
Number of days of accounts payables	75	87

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	15 Months FY ended 31 st March 2024 Jan 2023 to March 2024	FY 2022 Jan 2022 to Dec 2022
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	15%	12%
	b. Number of trading houses where purchases are made from	15	15
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	96%	88%
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	100%	100%
	b. Number of dealers / distributors to whom sales are made	2,122*	2,030*
	c. Sales to top 10 dealers /distributors as % of total sales to dealers/ distributors	15%	14.3%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	2.4%	2.4%
	b. Sales (Sales to related parties / Total Sales)	2.4%	2.4%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0	0
	d. Investments (Investments in related parties/Total Investments made)	0	0

*(including General Trade, Chilled, Nestlé Health Science, Organized Trade Indirect, Out-of-home)

Leadership Indicators

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

Your Company facilitates capacity building workshops and awareness sessions for its key value chain partners including farmers, suppliers/vendors, distributors to educate and create awareness on key areas like safety, quality, human rights, labour practices and sustainability.

Value Chain Partner	Total No. of Awareness Programmes held	Topics/ Principles covered under training	% of value chain programme partners covered (by value of business done with such partners) under awareness programmes
Dairy Farmers	690	Environment Sustainability and Responsible Sourcing (Fresh Milk Quality, Food Safety, Animal Nutrition, Animal Health, Cow Comfort and Animal Welfare)	21%
Coffee Farmers	3,700	Sustainability and good agricultural practices	100%
Distribution Centres (DCs)	5,917	Health, Safety and Quality	100%
Rice Farmers	3	Regenerative Agriculture, IPM and Post harvest Management Practices	22%

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

Yes. Your Company has adopted the 'The Nestlé India - Code of Business Conduct' ('the Code'). The Code is available on the website of the Company at <https://www.nestle.in/investors/policies>. The Code of Business Conduct requires the Directors, senior management and employees to avoid situations in which their personal interests could conflict with the interests of the Company. Further, the Board of Directors sign-off on the Code of Business Conduct on an annual basis.

The Directors, key managerial personnel and the senior management of the Company are required to disclose to the Board, on an annual basis, whether they, directly or indirectly or on behalf of third parties, have material interest in any transaction or matter directly affecting the Company.

As per the *Nestlé Corporate Business Principles* ('NCBP'), all employees are obligated to disclose any conflict of interest i.e. holding any outside position or employment of relatives or receiving/giving gifts. Your Company has a conflict of interest tool which requires disclosure by employees, upto a certain grade, on an annual basis any existing conflict of interest and also a mechanism to report off cycle, if any, conflict of interest arising subsequently. Any conflict of interest reported by an employee is escalated to the line manager of that employee. Thereafter, the line manager reviews, assesses the situation and act upon the reported conflict of interest. In case the mitigation action plan cannot be agreed with the direct report, the line manager can escalate the case(s) to the Compliance Officer. A ready reckoner has been issued to the line managers to review such situation(s) and decide on mitigation action plan.

Principle 2

Product Life Cycle Sustainability: Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicators

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

	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024)	FY 2022 (Jan to Dec 2022)	Details of improvements in environmental and social impacts
R&D	Refer note below		
Capex*	5.12%	10.56%	Invested towards environment sustainability with the strategy of Reduce, Rethink and Replace. (Reduce and Rethink for Energy and water consumption by process improvements, alternate source of fuels with lower GHG emissions, Replace with new technology and green power).

* Percentage of total capex incurred during period under review.

While your Company focuses on R&D testing and adaptation to local conditions, as a part of Nestlé Group and under the General License Agreements, it has access to and advantage of drawing from the extensive central R&D efforts and activities of the Nestlé Group. Nestlé Group spends substantial amounts and efforts in R&D and in gaining industrial experiences. It has therefore been possible for your Company to focus its efforts on testing and modification of products for local conditions. Improving and maintaining the quality of certain key raw materials continued to receive close attention. The ability to leverage the R&D expertise and knowledge of Nestlé Group, has helped your Company to innovate and renovate, manufacture high quality and safe products, improve yields, input substitution, sustainable sourcing, packaging and logistics to achieve more efficient operations.

Furthermore, access to Nestlé R&D network helps your Company to use new process technologies that lower emissions and provide guidance on how the product development can achieve lower-carbon recipes by substituting ingredients while maintain key product attributes. Where possible, it also helps in upcycling agriculture by-products to reduce food waste and nutrient loss, while unlocking new revenue streams for the farmers. Consequently, the consumers perceive the products and services of your Company as high value for their money. This gives your Company the unique ability to develop products and solutions that are produced with careful consideration for natural resources and social impacts and for contributing towards environment sustainability.

In addition to the above, the R&D organization helps to discover and develop technologies for more sustainable packaging to meet global commitment for all Nestlé packaging to be recyclable or reusable by 2025. The Nestlé Institute of Packaging Science of Nestlé group works alongside Nestlé R&D network while helping all Nestlé group

move towards paper packaging, increasing use of recycled, bio-degradable content in our packaging, simplifying on packaging, piloting refillable and reusable systems.

During the period under review, energy reduction projects were undertaken by factories of the Company which will result in substantial annualized savings of approximately 50,000 Gigajoules. Some of the projects undertaken at different factory locations include flash steam heat recovery from condensate; automation of burners in boiler operations; heat pump for heat recovery from waste, compressed air optimization.

During the period under review, water reduction projects were initiated in different factories locations. This, inter-alia, resulted in reduction in water consumption and reuse of recycled water in a more efficient manner. The projects undertaken will result in savings of approximately 125,000 m³ and shall be realized in the coming year. One of the key initiatives contributed to water savings during the period under review was to increase the utilization of treated effluent after passing through high technology Reverse Osmosis (RO) plant.

Initiatives taken at different factory locations includes: use of biomass for steam generation; investments in improving plant efficiencies for generation as well as usage; investments in the solar energy by entering into Solar Power Purchase Agreement (PPA); investment in second stage Reverse Osmosis (RO) plant to increase recovery; and investment in other renewable energy sources and heat recovery projects.

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

Yes, there are guidelines and procedures in place to encourage sustainable sourcing. The Company selects its suppliers through strictly laid down procedures and engages with them according to the non-negotiable standards described in the *Nestlé Responsible Sourcing Standard*. The requirements of Business Integrity, Human Rights (labour standards), Health and Safety and Sustainable Environmental Standards in their business activities, production processes, services provision, and their own purchasing procedures, as enshrined in the *Nestlé Responsible Sourcing Standard*, apply to all suppliers.

Your Company's sourcing team ensures that the raw and packaging materials and the services sourced have been produced in accordance with the Responsible Sourcing Standard.

Dairy and coffee farmers constitute a vital part of your Company's supply chain and provides a unique opportunity to engage with farmers and help address some of the sustainability challenges confronting them, and at the same time create sustainable and resilient value chains for your Company's businesses. Your Company is engaging with rice, wheat and spice farmers for good agricultural practices, helping them grow safe, high-quality raw materials, and develop resilient, sustainable farms.

Through the NESCAFÉ Plan, MAGGI Spice Plan and partnering with the dairy farmers, your Company collaborates with the farmers on environmental sustainability programmes. The focus of these interventions has been largely around improving farmer livelihoods, increasing agricultural productivity, strengthening water security and addressing the challenge of climate change and enhancing resilience.

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

Your Company's supply chains facilitate optimum utilization of raw materials, and it is strengthening the journey towards sustainably and responsibly sourced inputs.

Nestlé Responsible Sourcing Standard enshrines the Company's unwavering focus on fair treatment, human rights, good labour practices, environmental conservation, health and safety. The standard upholds the spirit outlined in the International Labour Organisation Guidelines and United Nations Guiding Principles on Business and Human Rights, and is shared and accepted by all supply chain partners and service providers.

Farmers constitute a vital part of your Company's supply chain. Accordingly, your Company focuses extensively on enhancing the sustainability of its supply chain. Your Company's sustainable supply chains cover the labour standards, health and safety, business ethics and environment as mandatory elements.

During the period under review, about 60-75%* of inputs were sourced sustainably.

**This percentage for responsibly sourced inputs/ supplies varies from month to month and is the best estimate during the financial year.*

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.

Your Company is working towards a future where none of its packaging ends up in landfill or as litter in the environment. It is taking preventive measures by implementing the reduce-reuse-recycle model.

REDUCE: Your Company ensures continuous optimization of packaging by source reduction and value engineering. Your Company launched Ready-to-Drink (RTD) tetrapaks with paper straw replacing plastic straw and continues with 100% paper straw. Your Company has implemented size reduction/value engineering for select brands under Foods and Coffee business.

RECYCLE: Your Company encourages the use of recycled material wherever applicable e.g., 50% recycled plastics for secondary packaging for multipack coffee sachets and use of rPET jars for chocolates and confectionary.

RECOVER: Your Company achieved Plastic Neutrality in 2020 and continues to be plastic neutral in 2023 through CPCB approved vendors and appropriate channels. This year your Company responsibly managed ~25,600 MT of plastic packaging consumed vis-a-vis ~23,000 MT i.e. EPR target assigned by Central Pollution Control Board as a part of our commitment under Extended Producers' Responsibility (EPR).

Your Company has a robust e-waste management standard operating procedure which ensures compliance to e-waste Management Rules 2016, including filing of requisite annual returns to State Pollution Control Boards (SPCB). Contracts for disposal of e-waste exist with authorized vendors and disposal is done within the stipulated time frames in a responsible manner. Similarly, disposal of hazardous waste, as laid down in the Hazardous Waste Management Rules, is done in line with the stipulated guidelines through authorized vendors and requisite Annual returns are filed with SPCB.

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

Yes, Extended Producer Responsibility (EPR) is applicable. As a responsible manufacturer of food products, your Company is registered as a Brand Owner in the centralized portal operated by Central Pollution Control Board and has duly filed Annual Returns from time to time as prescribed. Your Company through waste management agency has initiated collection and management of both pre-consumer and post-consumer plastic packaging while ensuring that the processing is done through Central Pollution Control Board registered Plastic Waste Processor. Our Collection network spans across 35 States and Union Territories of India, and with our waste management partners, we have collected and processed ~25,600 MT of plastic packaging vis-a-vis ~23,000 MT i.e. EPR target assigned by Central Pollution Control Board.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective/ Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)?

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
-	-	-	-	-	-

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

Name of Product/ Service taken	Description of the Risk /Concern	Action
-	-	-

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

Your Company has introduced use of recycled plastic content in secondary and tertiary packaging for coffee and chocolates & confectionary.

Indicate Input Material	Recycled or used input material to total material	
	15 Months FY ended 31 st March 2024 Jan 2023 to March 2024	FY 2022 Jan 2022 to Dec 2022
	Current Financial Year	Previous Financial Year
rPET, rPE	0.7%	-

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

	15 Months FY ended 31 st March 2024 Jan 2023 to March 2024			FY 2022 Jan 2022 to Dec 2022		
	Current Financial Year			Previous Financial Year*		
	Re-Used	Recycled	Safety Disposed	Re-Used	Recycled	Safety Disposed
Plastics (Including Packaging)	0	8,401	17,248	0	4,911.3	18,476
E-Waste	0	0	0	0	0	0
Hazardous Waste	0	0	0	0	0	0
Other Waste	0	0	0	0	0	0

*Restated data for FY 2022 to align with reporting requirement

During 15 Months FY ended 31st March 2024, your Company collected and responsibly managed approximately 25,600 tonnes of plastic packaging waste (which is above the EPR target assigned by CPCB i.e. ~23,000 MT) generated across 35 States/UTs. Of the approximately 25,600 tonnes of plastic waste collected, ~8,400 tonnes were managed through recycling. 100% of the pre-consumer plastic packaging waste goes into recycling.

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

Not Applicable

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
-	Not Applicable

Principle 3

Employee Wellbeing: 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:

Your Company continues to focus on employee well-being underscoring the importance of mental wellbeing by establishing a Mental Health First Aider Network, and by making inclusive policy changes such as introducing mental health benefits as part of health insurance. There have been regular virtual sessions

focusing on overall physical well-being apart from a revised leave policy that understands and promotes the importance of wellness leaves & self-care leaves.

Category	% of Employee covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	2,971	2,971	100%	2,971	100%	-	-	2,971	100%	2,971	100%
Female	1,009	1,009	100%	1,009	100%	1,009	100%	-	-	1,009	100%
Total	3,980	3,980	100%	3,980	100%	-	-	-	-	3,980	100%
Other than Permanent Employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

The well-being of other than permanent employees is managed through contractual terms and conditions including social security benefits and obligations.

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

Your Company complies with the relevant laws that apply in the places where the workers are assigned for their welfare.

Category	% of Workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	4,530	4,530	100%	4,530	100%	-	-	4,530	100%	4,530	100%
Female	226	226	100%	226	100%	226	100%	-	-	226	100%
Total	4,756	4,756	100%	4,756	100%	-	-	-	-	4,756	100%
Other than Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

The well-being of other than permanent employees is managed through contractual terms and conditions including social security benefits and obligations.

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

	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024)	FY 2022 (Jan 2022 to Dec 2022)
Cost incurred on well- being measures as a % of total revenue of the Company	0.13%	0.13%

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

BenefitsW	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024)			FY 2022 (Jan 2022 to Dec 2022)		
	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/N.A.)	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/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	NA
ESI	-	6%	Y	-	6%	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, your Company's premises/offices are accessible to people with disabilities, as per the requirements of the Rights of Persons with Disabilities Act, 2016. Diversity & Inclusion is an integral part of your Company's culture, based on its core values of respect and it is one of the ways we bring our purpose to life. One important aspect of inclusion is inclusion by design and hence your Company started this journey a few years ago by ensuring accessible restrooms and ramps. Your Company is continuously working towards improving infrastructure for eliminating barriers to accessibility.

Your Company has aligned the design of the newly renovated Head Office to ensure that the premises are accessible to everyone. All manufacturing locations have undergone external accessibility audits in 2022 based on the guidelines of the Rights of Persons with Disabilities Act, 2016.

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, your Company has an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016.

The weblink of the 'Equal Opportunity Policy' is available at <https://www.nestle.in/jobs/equal-opportunity-policy>

With 'Respect for Diversity' being one of the core values, your Company is committed to being an equal opportunity employer. The same is reinforced by the *Nestlé Corporate Business Principles* and Nestlé Code of Business conduct. Your company respects the personal dignity, privacy and personal rights of every employee and is committed to maintaining a workplace free from discrimination and harassment. Therefore, your Company does not discriminate on the basis of origin, nationality, religion, race, disability, gender, age or sexual orientation, or engage in any kind of verbal or physical harassment based on any of the above or any other reason. Your Company is committed to complying with the provisions given in 'The Rights of Persons with Disabilities (RPWD) Act, 2016'.

- Respecting the human rights of people with disabilities;
- Ensuring non-discrimination against persons with disabilities;
- Providing accessibility, reasonable accommodation, and support to people with disabilities; and
- Ensuring no tolerance to any form of harassment, abuse, exploitation, or any other violations of human rights of people with disabilities.

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%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

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

Your Company's Grievance Redressal Procedure is available to employees and workers. Your Company is committed to a strong compliance culture, as reflected in the *Nestlé Corporate Business Principles*. It is ensured that the Company is managed in line with principles, policies adopted and through internal reporting. Employees, suppliers, and stakeholders are encouraged to report practices or actions believed to be inappropriate or illegal, and all complaints are investigated with impartiality, prohibiting retaliation. Breaches are immediately stopped, and appropriate response measures implemented. Your Company sensitizes all the employees and expects them to be aware of non-compliant or illegal activities occurring in their work environment, especially those related to *Nestlé Code of Business Conduct*.

Your Company's 'Speak Up' platform covers all employees, permanent as well as other stakeholders. It covers our suppliers, vendors and other external stakeholders. Grievance Redressal protocol is established to investigate such matters and submit the report including appropriately responding to the complainant. Issues can also be brought to HR/reporting manager and are taken up accordingly. Any complaint regarding sexual harassment is covered under the PoSH Act 2013 and the internal policy in adherence to that.

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	Yes
Other than Permanent Workers	Yes
Permanent Employees	Yes
Other than Permanent Employees	Yes

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

Your Company believes that all employees are important stakeholders and it is imperative to build a culture of mutual trust and respect, interdependence, and meaningful engagement. This approach helps in building, strengthening and sustaining harmonious employee relations across the organisation. Your Company believes that in respecting the dignity of the individual and the freedom of employees to lawfully organise themselves into interest groups, independent of supervision by the management. It is ensured that employees are not discriminated against for exercising this freedom in a lawful manner and consistent with the Company's core values.

Category	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024)			FY 2022 (Jan 2022 to Dec 2022)		
	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 ©	No. of Employees/Workers in Respective Category, who are part of Association(s) or Union (D)	%(D/C)
Total Permanent Employees	3,980	0	0 %	3,580	0	0%
- Male	2,971	0	0 %	2,721	0	0
- Female	1,009	0	0 %	859	0	0%
Total Permanent Workers	4,756	4,395	92 %	4,537	4,313	95%
- Male	4,530	4,236	94 %	4,346	4,243	98%
- Female	226	159	70 %	191	70	37%

8. Details of training given to employees and workers

Your Company has a range of communication and training sessions to drive key focus areas in implementation of safety roadmap. Effective and timely communication - both of successes and of incidents - is important for engaging the employees and for creating a learning culture within the organisation, in which opportunities and good practices are not only shared but also acted upon, both at the local and country level. The approach is being continuously evolved to align with new ways of working being introduced through other continuous improvement programs such as Nestlé continuous excellence (NCE) and Total Productive Maintenance (TPM).

For your Company skill upgradation of employees remains one of the key focus areas. During the period under review, , your Company strengthened and democratized learning to empower employees via the launch of LinkedIn Learning which is the largest limitless, learning landscape introduced in the Company. 10,000+ courses, certifications with top institutes, constantly-evolving content, no-limits on courses and seats etc. Most importantly, all features have been made available to all employees. Your Company bolstered relationship-based development through launch of formal mentoring with a network of in-house subject matter experts to help strong talent groom for senior roles or adjust/navigate current role better. Mentees get a chance to interact in a structured format with key leadership and develop from their experiences. For building future ready leaders, the 'Force for Great Leadership' was launched, a seminal intervention with key leadership across the Company. We continued supporting leadership transitions through structured learning interventions designed in-house using blended learning approach, backed by technology and data.

Category	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024) Current Financial Year					FY 2022 (Jan to Dec 2022) 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	2,971	1,953	66%	2,225	74.9%	2,721	2,721	100%	2,639	97%
- Female	1,009	636	63%	719	71.2%	859	859	100%	838	98%
Total	3,980	2,589	65%	2,944	73.9%	3,580	3,580	100%	3,477	97%
Workers										
- Male	4,530	4,101	91%	2,976	65.7%	4,346	3,023	70%	2,114	49%
- Female	226	223	99%	113	50.0%	191	153	80%	23	12%
Total	4,756	4,324	91%	3,089	64.9%	4,537	3,176	70%	2,137	47%

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

Your Company manages employee performance and development guided by the 'People Development and Performance' cycle steps. Employees are expected to manage their own development and take the ultimate responsibility for it and are empowered to be on the driver seat, supported by People Leaders and HR.

Benefits	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024) Current Financial Year			FY 2022 (Jan to Dec 2022) Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
- Male	2,971	2,970	100%	2,721	2,721	100%
- Female	1,009	942	93%	859	859	100%
Total	3,980	3,912	98%	3,580	3,580	100%
Workers						
- Male	4,530	4,330	96%	4,346	3,494	80%
- Female	226	209	92%	191	185	97%
Total	4,756	4,539	95%	4,537	3,679	81%

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 such system?

Yes, your Company has implemented ISO 45001:2018 Occupational Health and Safety Management System.

The purpose of an occupational health and safety ("OH&S") management system is to provide a framework for managing OH&S risks and opportunities, which includes prevention of work-related injury and ill health to people and to provide safe and healthy workplaces by eliminating hazards and minimize OH&S risks by taking effective preventive and protective measures. Your Company's sites (includes nine manufacturing locations, sales branch offices, registered office, and Head office Gurugram) are covered under the scope of the ISO 45001: 2018 certification. Nestlé is a company founded on caring: for our consumers, the communities in which we operate, and most fundamentally our people. Your Company believes that sustainable success can be reached

only through people. No other asset in your Company is as important as the people who contribute with their work to the culture and business results. It is for this reason that safety & health is a fundamental value of our Company, and that we take the position that nothing we do at work is worth the risk of getting hurt. This is why we say at Nestlé that “one accident is one too many” and that for work-related injuries and illnesses, our ultimate goal is Zero. Therefore, your Company devotes adequate time and resources to protect employees, contractors and visitors at all its factories and over the past few years, we have expanded the scope of our S&H program beyond Operations, because we believe that we should apply the same standards of care to every employee in Nestlé, regardless of which part of the business they work in. Progressively we will seek to positively influence the S&H of others throughout our value chain, bringing broader benefits to our business and the communities in which we operate.

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

Risk assessment is at the very heart of our Nestlé Safety & Health Management System. It is the principal proactive management process, the one by which we identify hazards, determine how to protect people, and prioritize improvement actions. Your Company is constantly improving the performance by designing and adapting processes, work practices and systems in the direction of enhanced safety and health. It identifies that people involvement is indispensable to establish and maintain safety and health in the workplace. Respect of safety principles, standards and procedures is a condition of employment. Employees are responsible for working in a safe manner to prevent injury to themselves, colleagues, and other persons. They are encouraged to become actively involved in programmes to improve health and safety performance in the workplace.

Your Company uses several processes to identify work-related hazards and assess risks in a routine manner, some of which are mentioned below:

1. HIRAO (Hazard identification and Risk Assessment Opportunity) is an element of ISO 45001. This is further enhanced with several specific risk assessments such as
 - Machinery risk assessment
 - Task specific risk assessment.
 - Material Handling Equipment Risk Assessment
 - Facility Risk Assessment
 - Noise assessment
 - Ergonomics risk assessment etc.
2. Permit to work Management system: A management process to identify and mitigate the risk for the routine and non-routine activities involving a high hazard task. More effective management of fatality & serious injury risks remains a top priority, and the permit-to-work process is one of the most important elements in a site's S&H management system. It provides a final opportunity for Nestlé to ensure that high hazard tasks (e.g., work at height, confined space entry) are conducted safely, and is particularly relevant to contractor management and capital projects. This includes a risk prediction tool, which guides the performing authority to consider all risks and mitigating measures before start of the job.
3. Method statements: A process to establish detailed methodological approach of mitigating risk while undertaking a critical non-routine activity. This is particularly useful for capital investment projects where the scope of activities includes large scale civil construction and installation of heavy equipment.
4. ATEX (Atmospheric Explosion prevention management tool): A tool being used to identify the process hazards associated with manufacturing of powders and establishing the risk mitigating measures.
5. PESIS (The preliminary environmental & workplace safety impact study): A tool used for new product development where new processes/equipment changes or added. Identifying the S&H risk and enabling the risk mitigating control.
6. User Requirement specifications in Capital Investment Projects: Specific to the machineries and process Safety, safety Inputs are inbuilt into the User Requirement specifications and duly validated through the process of Factory Acceptance and Site acceptance tests etc.

7. Shift risk prediction tool: Manufacturing lines have the concept of being risk assessed on shift basis using a concept of traffic light (Red, Amber & Green) so that people in the shift are aware of the level of risk associated with the shift.
8. S&H Tagging: A tool for identifying the workplace hazards on a proactive basis.
9. Behavioral Feedback System (BFS): We believe that behaviour is the key to our success. Managers, team leaders and employees understand and are expected to live our S&H values every day. We challenge ourselves more systematically against these expectations and integrate these behaviours into our daily lives. Behavioral observation & feedback programmes will continue to play a key role in supporting behavioral change, so it is important we continue to enhance the quality of our programmes.
10. Contractor Field safety audits: Tool to conduct a joint inspection of project site along with the contractors so that good citizens can be recognized as well as violations can be captured and proactively mitigated to prevent any harm.

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

Yes. Various systems and processes are laid down to identify and report work related hazards:

1. Behavioral feedback Sessions (BFS): Primary focus on identification of unsafe conditions, safe & unsafe behaviors, and one-to-one coaching sessions to improve behaviors. The BFS forms are available both in hard copy and digitally in most locations.
2. GEMBA: Gemba is the Japanese term "genchi genbutsu" that is perceived to be comparable to management by walking around. Your Company has systems in place for regular safety tours by top management to the workplace. Primary focus while doing Gemba is on identification of unsafe conditions (through safety walks). This not only complements the process of BFS but also provides an opportunity to the workers to be able to engage with the management and provide feedback regarding any unsafe work conditions.
3. Safety Committee Meetings: The Safety Committee provides a forum for workers and management to work together to resolve health and safety issues. The Safety Committee consists of fair representation of management representatives and workers. Safety Committee meeting is also done with the contractors at most sites to provide them another forum for reporting unsafe conditions.
4. Safety campaigns: Through the safety campaigns, employees and contractors are engaged in different activities for awareness, identification of hazards and rewarding the team. This also provides them an opportunity to share any feedback for workplace safety improvements.
5. 'Speak up' platform for raising concerns.
6. Periodic internal audits/assessments.
7. Through participation in incident investigations; and
8. Daily operations review/weekly operations review meetings.

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

Yes, the employees/workers of your Company have access to non-occupational medical and healthcare services. They are insured under the Group Health Insurance Policy (GHIP). A digital medical assistance app is also provided to all eligible employees and their family members.

11. Details of safety related incidents.

Detailed investigations are carried out for all accidents to identify the root causes and to understand the measures to prevent recurrence. The learnings from all accidents are disseminated across the organisation, and a formal compliance is also obtained.

Safety Incident/ No	Category*	FY 2023 (Jan 2023 to March 2024) Current Financial Year	FY 2022 (Jan 2022 to Dec 2022) Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.17	0.72
	Workers	0.21	0.33

Safety Incident/ No	Category*	FY 2023 (Jan 2023 to March 2024) Current Financial Year	FY 2022 (Jan 2022 to Dec 2022) Previous Financial Year
Total recordable work-related injuries	Employees	13	15
	Workers	21	11
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	3	1

*Including in the contract workforce

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

Your Company is committed to enhancing the Safety, health, and well-being of its own employees. It works diligently to understand the health risks of its employees to build strategic, targeted and evidence-based interventions. Your Company believes that accidents are preventable and therefore your top leadership message is "one accident is one too many." To advance a strong safety culture that effectively prevents accidents, your Company is committed to perform systematic identification of hazards and to manage them with appropriate risk assessments and subsequent actions to minimize danger.

Emergency and contingency plans are established to deal with residual risks. This approach also minimizes threats to the business, protecting your shareholders' interests.

Following are some of the measures and practices that are being followed by Your Company for ensuring a Safe and Healthy workplace for its employees:

1. Certifying all sites with ISO 45001:2018
2. CARE certification (with elements of SA 8000 certification)
3. Zurich Risk Assessment (Risk management by accredited third parties)
4. Functional Compliance Assessment for safety management system
5. Internal and Market level site assessments
6. Ensuring safety in capital investment projects
7. Management of high hazard tasks
8. Contractor Management Programme
9. Robust Machinery Safety Programme
10. Total Performance Management
11. Engagement and communication Campaigns
12. Early management by ensuring optimum workplace design
13. Task specific trainings and coaching

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

Your Company endeavors to provide the safest workplace to all its employees and contractors. Multiple avenues are available to the employees to lodge complaints on health and safety matters such as open access to internal email network, works committee, safety committee and townhalls conducted at regular intervals.

	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024) (Current Financial Year)			FY 2022 (Jan to Dec 2022) (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
Health and safety practices	Nil	Nil	-	Nil	Nil	-
Working Conditions	Nil	Nil	-	Nil	Nil	-

14. Assessments for the year:

Your Company's manufacturing locations are covered under the ISO 45001:2018 specifies requirements for an occupational health and safety (OH&S) management system. ISO 14001:2015 specifies requirements for an environmental management system and ISO 9001:2015 specifies requirements for quality management system. Compliance to safe working conditions is an essential aspect of Safety, Health, and Environment (SHE) management system. The sites are regularly assessed by accredited third parties for validation of the requirements of the ISO certifications as per the requirements of the auditing standards.

	% of your Plants and Offices that were Assessed (by entity or Statutory Authorities or Third Parties)
Health and safety practices	100%
Working Conditions	100%

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.

Below are some of the examples highlighting corrective actions to address safety-related incidents.

Significant Risk – Pedestrian-MHE interface on site – Due to high movement of the vehicles (Trucks, Tankers, Forklifts) and pedestrians inside the factory, many shared areas are created, thereby creating a collision risk.

Solution: Facility risk assessments are conducted to identify shared areas and implement requisite controls by following Hierarchy of Safety control as per OSHA e.g., Elimination, Substitution, Engineering, Administrative and PPEs. Furthermore, the defined actions are implemented as per the agreed timelines.

Significant Risk - Management of large capital investment projects.

Solution: In any large project, safety is of paramount importance. Your company introduced world class system scaffolding (ring lock type) to ensure that the civil work could be conducted in a safe manner. Method statements were made for all non-routine high hazard tasks and implemented to mitigate any risks. Resolute safety professionals were hired to ensure strict implementation of the S&H protocols.

Significant Risk- Driving on roads for business purpose, since the employee must travel for the workplace using their own vehicles / public transports / by company provided vehicles.

Solution: Your Company has ensured all the company provided vehicles are meeting the safety requirements as per the Nestlé safe driving standards. Sales Employees undergo defensive driving training and other awareness trainings. Also, clear policies have been set up for road travel for employees.

Leadership Indicators

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

Yes. In the unfortunate event of the death of an employee including workers, your Company extends financial support to family members of the employee. Under the Loss of Life Benefit, the next of kin of the employee is eligible to receive employee's two years' Base Salary. Besides there is additional support extended in terms of compensatory package under the Group Accident Insurance Coverage and education and hospitalization support under Neshield Policy.

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

The Company ensures that statutory dues as payable by service providers for their employees are deposited on time and in full, through a process of periodic audits and controls. Your Company has multiple systems in place to ensure compliance to various statutory requirements. For our factories and branches, the Company has agreements in place specifying statutory compliance to be ensured by service providers. Similarly, for the distribution centers and co-manufacturers, statutory dues are specified in the agreements as per applicable statutes. Besides this, as an additional measure, balancing is provided by Internal Controls, internal audits and third-party audits are conducted basis defined frequency and terms of the agreement.

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

	Total no. of Affected Employees/ Workers		No. of Employees/Workers that are Rehabilitated and Placed in Suitable Employment or whose Family Members have been Placed in Suitable Employment	
	15 Months FY ended 31 st March 2024	FY 2022	15 Months FY ended 31 st March 2024	FY 2022
Employees	0	0	0	0
Workers	3	0	0	0

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

Yes, your Company provides transition assistance to facilitate continued employability in specific cases basis defined applicability criteria through an external service provider. The offering covers different aspects and provides access to resources such as coach/consultant/online tools.

5. Details on assessment of value chain partners on Health and safety practices and Working Conditions

Your Company is committed to continuously raise awareness of supply chain members to comply with applicable laws and regulations related to labour and employment, including gender diversity, human rights, child labour, wages, working hours, bribery & corruption, occupational health, safety and environment.

Nestlé Responsible Sourcing Standard enshrines the Company's unwavering focus on fair treatment, human rights, good labour practices, environmental conservation, health and safety. The standard upholds the spirit outlined in the International Labour Organisation Guidelines and United Nations Guiding Principles on Business and Human Rights and is shared and accepted by all supply chain partners and service providers.

Your Company has a robust process of evaluating its Suppliers and Service Providers before engaging with them, proactively making them aware of its expectations/ requirements, and seeking commitment for compliance through contractual agreements. The Company verifies the compliance with the standard periodically through external audits and assessment mechanisms of international standards.

96% of our supply base falling in the scope of review were audited by external agencies on parameters like "Health and Safety practices, standards of labor (including working conditions, Minimum wages, child labor, forced labor etc.), environmental performance and business ethics.

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	96%
Working Conditions	96%

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

Your Company has a structured framework in place with clear process to monitor and close observations and actions as per the *Responsible Sourcing (RS)* audit conducted by external agencies/ third party service providers. As per recommendations from the Company's globally shortlisted audit agencies, the suppliers are strongly advised to close all observations in the assessments and take corrective actions as appropriate within a time bound manner, which would be monitored by the Company in a structured manner. There have been instances where supplier partners have shared the improvements in their Health and Safety practices and standards of labor basis the audits/assessments, which helped to mitigate fire safety hazards at their factory and also helped increase awareness in the neighborhood industrial belt.

Principle 4

Stakeholder Engagement: 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.

Your Company's stakeholder network consists of the people your Company's operations impact and those who influence your Company's activities. Your Company identifies the stakeholders based on the scope of the activities and the need of organization. Stakeholder meetings, workshops and other events help us deepen dialogue and develop our understanding of important societal and environmental issues and regulatory challenges. The interaction helps teams build their capabilities, facilitates collective action and promotes trust and mutual respect. The engagement approach takes into consideration that each stakeholder group is unique and has a distinctive set of priorities. Feedback and insights from stakeholder engagements helps validate the Company's performance and shape new perspectives on the challenges and opportunities.

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, Advertisements, 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
Consumers	No	Websites, Advertisements, Email	As and when required	Your Company engages with consumers for awareness about the products, recipes and nutrition information, ingredients and any other information relevant for consumers.
Farmers	Yes	Email, SMS, Meetings	As and when required	Your Company engages with dairy farmers, coffee farmers, spice farmers and other farmers who form a part of the value chain directly or indirectly for training/awareness on good agricultural practices, helping them grow safe, high-quality raw materials, and develop resilient, sustainable farms.
Distributors & trade partners, Suppliers	No	Email, SMS, Meetings	As and when required	Your Company engages and receives co-operation and unstinted support from the distributors, retailers, stockist, suppliers and others associated with the Company as its trading partners.
Trade Unions	No	Email, SMS, Meetings	As and when required	Your Company engages with trade unions for collective bargaining to ensure smooth operations at the manufacturing facilities and cordial relations with workers.
Government bodies	No	Email, SMS, Meetings	As and when required	Your Company engages with Food Authorities to establish science-based regulations for protecting the health of consumers and development of other best practices in areas of food processing.
Industry associations	No	Email, SMS, Meetings	As and when required	Your Company engages with industry associations for promoting industry positions – that are aligned with Nestlé's viewpoints / proposals with external stakeholders/ policy makers. Topics include Food Regulations, Environment, Plastic Packaging, Governance, Compliance, Corporate Laws, and other Societal activities.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisements, 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
Academia experts	No	Email, SMS, Meetings	As and when required	Your Company engages with academia experts that helps in getting specialist knowledge on various topics. Your Company also engages with stakeholders to incorporate their expert advise in societal initiatives for positive impact.
NGOs	No	Email, SMS, Meetings	As and when required	Your Company engages with NGOs to implement the CSR projects under the umbrella of Nutrition, WASH, enhancing livelihood, environment and rural development, disaster management including Covid-19 relief. Key focus includes on-ground implementation, deliverables of the projects, positive impact, budget utilization and adherence to the CSR policy and compliances, Covid-19 precautionary measures etc.

Leadership Indicators

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

Your Company firmly believes that stakeholder engagement is critical to deepen dialogue and develop our understanding of important business and societal issues. Your Company is part of various platforms where stakeholders engage on issues pertaining to the economic, environmental & social topics. The relevant information is shared with the Board of Directors of the Company.

The Board, through the CSR Committee and Risk Management and Sustainability Initiatives Committee, reviews, monitors and provides strategic direction to the Company's social responsibility obligations and other societal and sustainability practices.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Engaging stakeholders on important issues lies at the heart of how your Company does business. Your Company engages with relevant stakeholder platforms that are used to seek relevant expertise and support to address environment and social topics.

Your Company has put in place systems and procedures to identify, prioritize and address the needs and concerns of its stakeholders across businesses in a continuous, consistent and systematic manner. It has implemented mechanisms to facilitate effective dialogue with all stakeholders across businesses, identify concerns and their resolution in an equitable and transparent manner.

Select examples of how stakeholder inputs have been incorporated into your Company's policies and activities are presented below:

- **Consumers:** Consumers are your Company's core stakeholders. Various tech-enabled avenues have been constructed to constantly receive feedback and ideas from these stakeholders.

- **Communities:** Your Company continues to increase access to basic sanitation facilities, for girl students in schools across all its factory locations which has had a direct impact on the attendance of girls in schools. While the scope of the sanitation projects was largely for girl students, your Company recently expanded the scope to include disabled people based on the requests received from the communities.
- **Industry:** Your Company is committed to achieving 100% Extended Producer Responsibility (EPR) compliance as per the Plastic Waste Management (PWM) Rules 2016 and amendments. Ministry of Environment, Forest and Climate Change (MOEFCC) notified the ban on non-recyclable multilayered packaging in 2018, that would have significantly impacted the product packaging. Through the industry consortium and stakeholder consultation, your Company in collaboration with other industry members showcased that if multi-layer packaging is properly collected and managed can be energy recoverable. This collaboration within industries supported EPR implementation framework.

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

Your Company is strongly committed to address the emerging needs of the community. For instance, our commitment to nutritious and safe food goes beyond the safety and quality of our own products. Project 'Serve Safe Food' continued to enhance livelihoods of street food vendors by providing them training on food safety and hygiene. Through our societal initiatives Nestlé Healthy Kids Programme, Project Jagriti and Project Vriddhi, your Company is helping families cultivate kitchen gardens in communities. Our partners on ground motivate and equip adolescent and parents to develop kitchen gardens where their families can grow vegetables for daily consumption. This helps to promote a varied and nutritious diet including organic vegetables and fruits at a relatively reduced cost. We coined the phrases, 'Poshan Vatika' and 'Poshan Bagicha' to make the initiative relatable and easier to understand for the beneficiaries of the program. Kitchen gardens add value to the lives of the beneficiaries by raising the nutrition profile of the food being consumed, especially by the lower-income households, amidst rising costs and make them self-sufficient.

Your Company's key societal initiatives including Project Jagriti and Nestlé Healthy Kids Programme continued to focus on creating an enabling environment for the best health outcomes in the vulnerable/marginalized communities, involving the health care system and stakeholders from the community. Your Company's environment initiative titled 'Hilldaari' continued empowering waste workers by providing them training on how to collect waste with minimum contact, ensure proper sanitation, new ways of collecting and disposing waste such as establishing 4-part segregation (dry waste, wet waste, domestic bio-medical waste and hazardous waste) for collection and proper disposal of waste. Waste workers were also trained to use smartphones and digital monitoring apps, and how to avail relevant government schemes.

Your Company works with farmers in providing training on good agricultural practices, helping them grow safe, high-quality raw materials, and develop resilient, sustainable farms.

Principle 5

Human Rights: 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:

	FY 2023 (Jan 2023 to March 2024) Current Financial Year			FY 2022 (Jan 2022 to Dec 2022) 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	3,980	2,608	66%	3,580	3,435	96%
Other than permanent	220	20	9%	299	120	40%
Total Employees	4,200	2,628	63%	3,879	3,555	92%

	FY 2023 (Jan 2023 to March 2024) Current Financial Year			FY 2022 (Jan 2022 to Dec 2022) Previous Financial Year		
	Total (A)	No. of employees workers covered (B)	% (B / A)	Total (C)	No. of employees workers covered (D)	% (D / C)
Workers						
Permanent	4,756	2,858	60%	4,537	1,675	37%
Other than permanent	11,449	5,062	44%	6,617	2,784	42%
Total Workers	16,205	7,920	49%	11,154	4,459	40%

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

Category	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024) Current Financial Year					FY 2022 (Jan to Dec 2022) Previous Financial Year				
	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	2,971	NA	NA	2,971	100%	2,721	NA	NA	2,721	100%
Female	1,009	NA	NA	1,009	100%	859	NA	NA	859	100%
Other Than Permanent										
Male	152	NA	NA	152	100%	224	NA	NA	224	100%
Female	68	NA	NA	68	100%	75	NA	NA	75	100%
Workers										
Permanent										
Male	4,530	NA	NA	4,530	100%	4,346	NA	NA	4,346	100%
Female	226	NA	NA	226	100%	191	NA	NA	191	100%
Other Than Permanent										
Male	10,471	2,121	20 %	8,350	80%	5,956	NA	NA	5,956	100%
Female	978	161	16%	817	84%	661	NA	NA	661	100%

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

a). Median remuneration/wages

	Male		Female	
	Number	Median Remuneration/ Salary/ Wages of Respective Category (Amount in INR)	Number	Median Remuneration/ Salary/ Wages of Respective Category (Amount in INR)
Board of Directors (BoD)	4	164,297,197	1	97,629,471
Key Managerial Personnel (KMP)	1	22,903,503	-	-
Employees other than BoD and KMP	2,969	1,858,100	1,008	1,314,891
Workers	4,530	864,954	226	247,620

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

	15 Months FY ended 31 st March 2024 Jan 2023 to March 2024 Current Financial Year	FY 2022 (Jan 2022 to Dec 2022) Previous Financial Year
Gross wages paid to females as % of total wages	15%	13%

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. Your Company has a focal point responsible for addressing human rights impacts or issues caused or contributed to by the business that may be raised by internal employees or contractors and caused or contributed to by the business. Your Company's 'Speak Up' platform allows employees/ contractors to report any human rights issue by filing a report on web portal or by calling the hotline operated by an independent third party.

Nestlé Code of Business Conduct prohibits retaliation against employees who make reports in good faith. Every complaint is investigated thoroughly and remedial actions are taken if required. The Compliance Officer is the focal point responsible for addressing human rights concerns reported.

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

All the grievances related to human rights issue outside the 'Speak Up' system, whether received through letter, email, social media are captured in the case management system provided within the 'Speak Up' system and are redressed and reported accordingly. It covers your Company's suppliers, vendors and any other external stakeholder. Grievance Redressal protocol is established to investigate such matters and submit the report including responding to the complainant. Issues can also be brought to HR/reporting manager and are taken up accordingly.

All employees are trained on the awareness of *Nestlé Corporate Business Principles*. CARE Auditors and internal audit department regularly audits the practices against these systems. When assessing your Company's internal control systems, the external auditors consider how the Corporate Business Principles fit into the overall corporate governance framework of your Company. Significant findings and recommendations are reported to the Audit committee of the Board of Directors by the Compliance Officer.

Nestlé Code of Business Conduct prohibits retaliation against employees who make reports in good faith. Every complaint is investigated thoroughly and remedial actions are taken if required.

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

	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024) Current Financial Year			FY 2022 (Jan to Dec 2022) Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	6	0	-	1	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024) Current Financial Year	FY 2022 (Jan 2022 to Dec 2022) Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	6	1
Complaints on POSH as a % of female employees / workers	0.3%	0.1%
Complaints on POSH upheld	6	1

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

Your Company is committed to a workplace free of harassment, including sexual harassment at the workplace, and has zero tolerance for such unacceptable conduct. Your Company encourages reporting of any harassment concerns and is responsive to complaints about harassment or other unwelcome or offensive conduct. Internal Committee has been constituted across locations to enquire into complaints of sexual harassment and to recommend appropriate action, wherever required.

Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment case are part of Grievance Redressal Process and PoSH Policy. The principles of the process ensure that there is no

victimization. All investigations are carried out in a fair and unbiased manner. Your Company prohibits retaliation against any employee for such complaints made in good faith, while it also protects the rights of the incriminated person. Under the Policy, the Head of Human Resource shall be the person to whom any complaints can be made and in exceptional or appropriate cases, the Managing Director can be directly accessed.

As part of the policy measures of interim relief are defined to prevent any adverse consequences to the complainant, which are as below:

During pendency of the investigation, on a request made by the complainant, the Investigating Committee/ Individual may recommend to the HR/Reporting Manager/ Functional or Business Head as the case may be:

- Assessment of complainant's work performance by another superior or suspension of assessment.
- Change the reporting of the complainant to any other superior.
- Grant leave to the aggrieved complainant.
- such other relief as may be appropriate.

Regular awareness and training sessions are conducted to ensure that the employees are fully aware of the aspects of sexual harassment and of the redressal mechanism.

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

Yes. Due diligence is at the heart of Nestlé's human rights framework. As an enabler to the Human Rights at Nestlé, the Company has created an enabling pillar of Policies and Control Systems which are leveraged to ensure human rights are embedded throughout the organization. It is ensured that the human rights framework is actively communicated internally and externally through mandatory trainings for the employees/contractors internally and inclusion of human rights clauses in the supplier agreements and contracts. This is further substantiated by facilitating the use of 'Speak Up' platform where such issues can be raised by employees or contractors.

10. Assessments for the year: 15 Months FY ended 31st March 2024

	% of your Plants and Offices that were Assessed (by Entity 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	-

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

Basis various assessments conducted at defined frequency, relevant risks are identified and addressed through comprehensive action plans. The action plans are reviewed periodically at a unit as well as function level. No specific corrective actions were required to be taken during the 15 Months FY ended 31st March 2024. However, as part of preventive measure, regular awareness and training sessions were conducted during the year to ensure that employees are fully aware of the aspects of child labour, forced/involuntary labor, sexual harassment, discrimination at workplace, wage and work inequality and mechanism to report any concerns or suspected or actual violation of any of such matters.

Leadership Indicators

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

Your Company has established a mechanism for addressing grievances and the same has been disseminated to all concerned stakeholders / custodians. 'Speak Up' is one such platform available to all employees and external stakeholders including Third Party Resources, Contractors, Vendors, Suppliers, etc. which is operated by an independent third party which also allows complainants to choose to be anonymous and protects confidentiality.

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

The Nestlé CARE programme (Compliance Assessment of Human Resources, Occupational Health & Safety, Environment and Business Integrity) verifies, through independent auditors, that your Company's operations comply with the globally defined Nestlé Employee Relations Policy and the social and environmental aspects of the *Nestlé Corporate Business Principles* and that of local legislations. There is a defined frequency to conduct CARE audit every 3 years and the entire spectrum of human rights is covered.

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

Yes. Diversity & Inclusion is an integral part of your Company's culture, based on its core values of respect and it is one of the ways we bring our purpose to life. One important aspect of inclusion is inclusion by design and hence your Company started this journey a few years ago by ensuring accessible restrooms and ramps. We are continuously working towards improving infrastructure for eliminating barriers to accessibility.

Your Company has aligned the design of the newly renovated Head Office to ensure that the premises are accessible to everyone. All manufacturing locations have undergone accessibility audits in 2022 based on the guidelines of the Rights of Persons with Disabilities Act, 2016. Keeping in mind the accessibility assessment reports, work is in progress across all our factories for improving infrastructure for eliminating barriers to accessibility.

4. Details on assessment of value chain partners for Human Rights.

Your Company is committed to continuously raise awareness of supply chain members to comply with applicable laws and regulations related to labour and employment, including gender diversity, human rights, child labour, wages, working hours, bribery & corruption, occupational health, safety and environment.

96% of our supply base falling in the scope of review were audited by external agencies on parameters like Health and Safety practices, standards of labor (including working conditions, minimum wages, child labor, forced labor etc.), environmental performance and business ethics.

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	96%
Discrimination at workplace	96%
Child Labour	96%
Forced Labour/Involuntary Labour	96%
Wages	96%
Others – please specify	-

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

Your Company has a structured framework in place with clear process to monitor and close observations and actions as per the Responsible Sourcing audit conducted by external agencies/ third party service providers. As a good practice, apart from checking IDs, workers are interviewed at site to see any concerns related to child labor, wage discrepancies etc. and specific measures are taken to ensure that the value chain partners are fully aware about your Company's commitment and adherence to standards protecting and promoting human rights.

Principle 6

Environment: 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:

In the 15 months FY ended 31st March 2024, your Company's manufacturing facilities consumed around 4,810 Terra Joules [TJ] of energy. The total absolute energy consumption saw an increase of 22.3%, against volume growth of 25.8% for the reporting period.

Parameter (GJ)	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024) (Current Financial Year)	FY 2022 (Jan 2022 to Dec 2022) (Previous Financial Year)
From renewable sources (GJ)		
Total electricity consumption (A)	955,852	757,833
Total fuel consumption (B)	724,991	570,184
Energy consumption sources through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	1,680,843	1,328,017
From non-renewable sources (GJ)		
Total electricity consumption (D)	0	8,160
Total fuel consumption (E)	3,129,350	2,595,546
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	3,129,350	2,603,706
Total energy consumed (A+B+C+D+E+F)	4,810,193	3,931,723
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) GJ/million INR	19.82	23.42
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) GJ/million USD @ exchange rate of 83.9	0.24	0.28
Energy intensity in terms of physical Output (GJ/ton)	6.41	6.59
Energy intensity (optional) – the relevant metric may be selected by the entity		

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.

Yes. GTBLLP carried out reasonable assurance as per ISAE3000 for (BRSR Core).

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

Not Applicable

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

During the period under review, your Company's total water intake was 3.23 million kilo litres.

Parameter (in Kiloliters)	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024)	FY 2022 (Jan 2022 to Dec 2022)
Water withdrawal by source [in kiloliters]		
[i] Surface water	850,320	742,999
[ii] Groundwater	2,208,244	1,909,408
[iii] Third party water	174,071	147,825
[iv] Seawater/desalinated water	0	0
[v] Others	0	0

Parameter (in Kiloliters)	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024)	FY 2022 (Jan 2022 to Dec 2022)
Total volume of water withdrawal [in kiloliters] i+ ii+ iii+ iv + v	3,232,635	2,800,232
Total volume of water consumption [in kiloliters]	3,232,635	2,800,232
Water intensity per rupee of turnover [Total water consumption/Revenue from operations] kiloliters/million INR	13.32	16.68
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) kilolitres/million USD @ treasury rate of 83.9	0.16	0.20
Water intensity in terms of physical Output (kiloliters/ton)	4.30	4.69
Water intensity (optional) –the relevant metric may be selected by the Entity		

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.

Yes, GTBLLP carried out reasonable assurance as per ISAE3000 (for BRSR Core). Your Company monitors water consumption and reduction as part of its operational efficiencies and sustainability initiatives. During 15 Months FY ended 31st March 2024, your Company's water intake saw an increase of 15.4% against the volume growth of 25.8% for the reporting period. Your Company has invested in 3 factories (Nanjangud, Samalkha and Moga) in water reducing/recycling projects to optimize further the ground water withdrawal enabling an overall reduction in water intensity by 8.3%.

4. Provide the following details related to water discharged:

Parameter	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024)	FY 2022 (Jan 2022 to Dec 2022)
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water		
- No treatment	0	0
- With treatment – please specify level of Treatment	403,234	426,193
(ii) To Groundwater		
- No treatment	0	0
- With treatment – please specify level of Treatment	0	0
(iii) To Seawater		
- No treatment	0	0
- With treatment – please specify level of Treatment	0	0
(iv) Sent to third-parties		
- No treatment	0	0
- With treatment – please specify level of Treatment	123,975	71,757
(v) Others		
- No treatment	0	0
- With treatment – please specify level of Treatment	0	0
Total water discharged (in kiloliters)	527,209	497,950

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.

Yes, GTBLLP carried out reasonable assurance as per ISAE3000 (for BRSR Core). Your Company monitors water consumption and reduction as part of its operational efficiencies and sustainability initiatives.

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

Your Company has nine factories and seven factories are zero liquid discharge factories, consuming all the treated effluent within factory for its need of process or land maintenance. All the factories are making efforts to recycle the treated process water to reduce the ground water withdrawal. During the period under review, various water saving projects were executed which resulted in a water savings of 136,213 m³. The specific water consumption reduced from 4.69 m³/ton to 4.3 m³/ton (reduction of 8.3 %).

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

Parameter	Please Specify Unit	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024)	FY 2022 (Jan 2022 to Dec 2022)
NO _x	kgSO _x e	383,882	319,726
Sox	kgSO _x e	1,713,246	1,427,963
Particulate Matter (PM)	NA	NA	NA
Persistent Organic Pollutants (POP)	NA	NA	NA
Volatile Organic Compounds (VOC)	NA	NA	NA
Hazardous Air Pollutants (HAP)	NA	NA	NA
Others please specify	-	-	-

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. GTBLLP carried out reasonable assurance as per ISAE3000 for the Core parameters (for BRSR Core).

Your Company monitors stack emission at all factories by certified agency of the state.

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

Parameter	Please Specify Unit	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024)	FY 2022 (Jan to Dec 2022)
Total Scope 1 emissions [Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ if available)	Metric ton of CO ₂ Equivalent	231,324	192,678
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ if available)	Metric ton of CO ₂ Equivalent	Gross:151,936	Gross: 128,646
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	kgCO ₂ e/ million INR	1,579	1,902
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	kgCO ₂ e/ million USD @ Exchange rate of 83.9	18.8	22.7
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	kgCO ₂ e/t	510	538

Restated data for FY 2022 to align with reporting requirement

The above numbers are excluding the International Renewable Energy Certificates (IRECs) purchased for grid electricity.

Scope 2 emissions including IRECs:

15 Months FY ended 31st March 2024: Net: 0 Metric ton of CO₂ Equivalent

2022: Net: 1,571 Metric ton of CO₂ Equivalent

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.

Yes. GTBLLP carried out reasonable assurance as per ISAE3000(for BRSR Core). Your Company has internal tool to monitor the GHG emission based on consumption of various fuels and power.

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

Your Company stresses upon measures for the conservation and optimal utilization of green-house gas emissions in all the areas of operations, including those for energy generation and effective usage of sources/ equipment used for generation. Within your Company's manufacturing locations, there are continuous efforts to improve operational efficiencies, minimizing consumption of natural resources and reducing energy & CO₂ emissions while maximizing production volumes. As a result, in 15 Months FY ended 31st March 2024 specific GHG emission reduced from 538 KgCO₂e per ton to 510 KgCO₂e per ton which is excluding International Renewable Energy Certificates (IRECs) purchased for electricity consumption, a reduction of 5.2%. Including IRECs, GHG emission reduced from 325 KgCO₂e per ton to 306 KgCO₂e per ton, a reduction of 5.85%.

During the period under review, your Company initiated a major shift in thermal energy production by moving towards biomass boilers for steam generation which reduces 107,000 tons CO₂ & shall be fully realized in coming years.

Following are the key projects initiated during in 15 Months FY ended 31st March 2024 that shall be completed in the financial year ending 31st March 2025 :

- Biomass boilers in Nanjangud and Moga.
- Replacement of Furnace Oil (FO) with Natural Gas (NG) for air heaters in Moga.

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

Parameter	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024)	FY 2022 (Jan 2022 to Dec 2022)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	2,489	2,237
E-waste (B)	75	44
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	22	14
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	297	36
Other Non-hazardous waste generated (H). Please specify, if any. [Break-up by composition i.e. by materials relevant to the sector]	76,335*	56,431*
Total [A+B + C + D + E + F + G + H]	79,218	58,762
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) kg/million INR	326	345
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) kg/million USD @ treasury rate of 83.9	3.89	4.11
Waste intensity in terms of physical output (kg/ton)	105.48	98.45
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA
For each category of waste generated, total waste recovered through recycling, reusing or other recovery operations (in metric tonnes)		
Category of Waste		
(i) Recycled	37,131	26,631
(ii) Reused	4,419	2,088
(iii) Other recovery operations	37,668	30,044
Total	79,218	58,763
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
Total	0	0

**This data is inclusive of EPR pre-consumer packaging data*

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.

Yes. GTBLLP carried out reasonable assurance as per ISAE3000 (for BRSR Core).

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 waste.

Your Company manages and disposes all the waste and by products complying to Central/State Pollution Control Board requirements. During the period under review, approximately 79.2 Kilo tons of waste was generated across factories. There are continuous efforts to maximize recycling and reusing of waste. The waste generated is segregated at source and sent to common collection point from where it is sent for disposal. Following are the practices we have adopted for disposal of waste:

- Bottom and fly ash from solid fuel boilers is used for brick manufacturing.
- Food waste, organic process waste (Noodles, Chocolate waste, process Floor Sweep waste) is used as animal feed.
- Sludge generated from wastewater treatment is used to make manure or disposed as per Central and State Pollution Control Board 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 following format:

S. No.	Location of operations/offices	Type of Operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not Applicable			

Your Company's existing operations/offices comply with applicable environmental regulations and operate as per Consent to Operate (CTO) conditions from the Central and State Pollution Control Boards.

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency	Results communicated in public domain	Relevant Web link
			(Yes / No)	(Yes / No)	
Not Applicable					

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.

Your Company's existing operations/offices comply with applicable environmental regulations and operate as per Consent to Operate (CTO) conditions from the Central and State Pollution Control Board/s.

Leadership Indicators

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

For each facility / plant located in areas of water stress, provide the following information: (i) Name of the area (ii) Nature of operations (iii) Water withdrawal, consumption and discharge in the following format:

Your Company uses internal tool and doing the risk assessment with corrective measure to ensure sustainable operations.

The aggregated water withdrawal, consumption and discharge in areas of water stress is given below for the reporting period of 15 months (January 2023 to March 2024) and 12 months for previous financial year (January 2022 to December 2022):

Parameter	Moga		Samalkha		Nanjangud	
	15 Months FY ended 31 st March 2024	FY 2022	15 Months FY ended 31 st March 2024	FY 2022	15 Months FY ended 31 st March 2024	FY 2022
	Current Financial Year	Previous Financial Year	Current Financial Year	Previous Financial Year	Current Financial Year	Previous Financial Year
Water withdrawal by source (in kiloliters)						
(i) Surface water	0	0	0	0	750,368	655,483
(ii) Groundwater	755,028	636,098	490,375	413,430	0	0
(iii) Third party water	0	0	0	0	0	0
(iv) Seawater/desalinated water	0	0	0	0	0	0
(v) Others	0	0	0	0	0	0

Parameter	Moga		Samalkha		Nanjangud	
	15 Months FY ended 31 st March 2024	FY 2022	15 Months FY ended 31 st March 2024	FY 2022	15 Months FY ended 31 st March 2024	FY 2022
	Current Financial Year	Previous Financial Year	Current Financial Year	Previous Financial Year	Current Financial Year	Previous Financial Year
Total volume of water withdrawal (in kiloliters)	755,028	636,098	490,375	413,430	750,368	655,483
Total volume of water consumption (in kiloliters)	755,028	636,098	490,375	413,430	750,368	655,483
Water intensity per rupee of turnover (Water consumed / turnover)						
Water intensity (optional) – the relevant metric may be selected by the entity (kiloliters/ton)	4.97	5.48	587	6.29	7.75	9.30
Water discharge by destination and level of treatment [in kiloliters]						
(i) Into Surface water						
- No treatment						
- With treatment - please specify level of treatment	403,234	426,193	0	0	0	0
(ii) Into Groundwater						
- No treatment						
- With treatment - please specify level of treatment	0	0	0	0	0	0
(iii) Into Seawater						
- No treatment						
- With treatment - please specify level of treatment	0	0	0	0	0	0
(iv) Sent to third parties						
- No treatment						
- With treatment - please specify level of treatment	0	0	0	0	0	0
(Others)						
- No treatment						
- With treatment - please specify level of treatment	0	0	0	0	0	0
Total water discharged [in kiloliters]	403,234	426,193	0	0	0	0

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. GTBLLP carried out reasonable assurance as per ISAE3000 for the Core parameters (for BRSR Core).

Your Company monitors the above data for its operational efficiencies and sustainable operations.

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

Parameter	Unit	15 Months FY ended 31 st March 2024 (Current Financial Year)	FY 2022 Previous Financial Year
Total Scope 3 emissions [Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available]	Metric ton of CO ₂ equivalent		
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

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.

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

Not Applicable

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

Your Company has undertaken a number of initiatives, and also deployed innovative technologies across its operations for improving resource efficiency and minimizing environmental impact.

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Biomass for boilers in Moga and Nanjangud replacing Coal and furnace oil.	Installation of biomass boilers initiated to reduce the usage for furnace oil to produce steam which reduces GHG emission by around 33%.	Estimated reduction of the GHG emissions by around 70,000 tCO ₂ e in the Financial Year 2024-25.
2	RO Polisher for ETP treated Water at Nanjangud.	A polishing step is added after the ETP treated Water to enable the reuse of this water as cooling tower and boiler makeup.	Project savings of around total 48,000 M ³ water in the Financial Year 2024-25.

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

Yes, Company has a Business Continuity Plan (BCP) and Crisis Management Plan (CMP) designed to address the threat of disruptions to business activities or processes.

Business Continuity Planning validates the adequacy of the existing systems and processes to prevent and recover from potential threats. It ensures continuity of delivery of products or services at pre-defined acceptable levels following a disruptive incident. Comprehensive Business Continuity Plans have been made covering all facets of operations and are being tested periodically.

A detailed Business Impact Analysis (BIA) has been carried out considering various risk / threat business or otherwise including IT threats. The Risk assessment and mitigating actions plans are reviewed periodically to ensure necessary actions are in place to mitigate the risks. Your Company has BCP put in places in the critical part of its operations to ensure the operations runs smoothly.

Your Company has a Crisis Management Plan (CMP) which provides guidance to the Crisis Committee to manage crisis. The CMP addresses four stages of issue and crisis management:

Prepare: involves ensuring that relevant teams have all the personnel, resources, and tools in place to manage issues and crises quickly and easily if and when they occur.

Prevent: an ongoing process through which issues are monitored, identified, and prioritized.

Manage: outlines suggested steps during a crisis to ensure that all stakeholders have the necessary information required; and undertake the necessary actions to achieve a successful conclusion.

Improve: teams critically review the handling of the crisis and look at areas for improvement.

During the period under review, as part of governance, the Risk Management and Sustainability Initiatives (RMSI) Committee reviews the BCPs and CMPs designed for different business activities and deep dives into BCPs and CMPs of some business activities to ensure efficiencies.

Your Company regularly conducts trainings to assist members involved in crisis management in managing issues effectively and mitigating crises, including cyber-related ones.

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

Your Company has *Responsible Sourcing Standard* that enshrines the unwavering focus on fair treatment, human rights, good labour practices, environmental conservation, health and safety. It is shared and accepted by all supply chain partners and service providers.

Your Company, with its diverse and expanding portfolio of businesses, prioritizes embedding sustainability and building resilience in the supply chain as part of its sustainability vision. A robust process of evaluating the Suppliers and Service Providers is followed before engaging with them, proactively making them aware of the expectations/ requirements, and seeking commitment for compliance through contractual agreements. Your Company reserves the right to verify compliance with this standard at any time through appropriate audit and assessment mechanisms.

In addition to working with farmers/suppliers for ingredients sourced through sustainable agriculture practices like regenerative agriculture, working towards sustainable manufacturing, packaging in the 9 factories, your Company is also working towards sustainable logistics. The focus was on reduction in wastage, through alternative mode of transportation such as railways, usage of alternate fuel and optimizing vehicle capacity utilization. It has converted 100% fleets from diesel to CNG to deliver Delhi & Haryana customers and also introduced electric vehicles to strengthen sustainable logistics. Your Company increased usage of bigger size vehicles from 5.9% in 2019 to 10.2% during the 15 months FY ended 31st March 2024, increased usage of railways from 0% in 2019 to 6% during the 15 months FY ended 31st March 2024 and increased vehicle payload utilization from 90.3% in 2019 to 94% during the 15 months FY ended 31st March 2024.

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

Your Company's 96% of supply base within the scope of review were assessed for environmental impact. Your Company is guided by *Responsible Sourcing Standard* and policy on Environmental Sustainability that outlines its commitment to high standards on environment and provides the necessary framework to address the direct environmental impacts of Company's own operations as well as progressively extend the efforts to its supply chain.

Your Company's key value chain partners like third party manufacturers are encouraged to adopt practices detailed under International Standards and your Company's Environmental Sustainability policy. Contract manufacturing agreements provide for compliance with accepted standards on issues related to environment, human rights and labour practices, and third-party manufacturers are periodically assessed to ensure compliance.

Farmers constitute a major portion of the value chain, and accordingly your Company has deployed large scale programmes to address the environmental impacts across its key agri value chains. The Company is committed to increase responsibly sourced ingredients such as fresh milk, palm oil, cocoa, wheat, spices, rice and green coffee.

Principle 7

Policy Advocacy: 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.

Your Company's stakeholder network consists of the people whom the Company's operations impact and those who influence the activities. Stakeholder meetings, workshops and other events help deepen dialogue and develop Nestlé's understanding of important environmental, regulatory and societal issues. The interaction helps the teams build their capabilities, facilitates collective action, and promotes trust and mutual respect. Your Company's engagement with the relevant authorities is guided by the values of commitment, integrity, transparency and the need to balance the interests of diverse stakeholders. Your Company works with major industry chambers/associations and professional bodies that are engaged in policy advocacy as well as various other forums. During the year, your Company had active affiliations with 7 such trade, industry chambers/associations and professional bodies.

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

S. No.	Name of the trade and industry chambers/ Associations	Reach of trade and industry chambers/ associations (State/National)
1	The Associated Chambers of Commerce (ASSOCHAM)	National
2	All India Food Processors Association (AIFPA)	National
3	Confederation of Indian Industry (CII)	National
4	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
5	PHD Chamber of Commerce and Industry (PHDCCI)	National
6	Waste Efficient Collection and Recycling Efforts (WeCare)	National
7	The Institute of Company Secretaries of India (ICSI)	National

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

Name of authority	Brief of the case	Corrective action taken
None	Not Applicable	Not Applicable

Leadership Indicators

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

S. No.	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of review by Board (Annually / Half yearly/ Quarterly/ Others - please specify)	Web Link, if available
1	Your Company works on public health topics such as front of pack labelling (FOPL) with government /regulatory authorities taking into consideration interests of consumers	Your Company engaged with food authorities, industry associations for development of balanced regulations. The Company's engagement with relevant authorities is guided by the values of commitment, integrity, and transparency.	Yes	As and when required	https://fssai.gov.in/upload/uploadfiles/files/Draft_Notification_HFSS_20_09_2022.pdf
2	Your Company works on Plastic Waste Management agenda that includes compliance to the regulations (Plastic Waste Management Rules, 2016), EPR implementation strategies and sustainable packaging	Your Company engaged with government authorities (MoEFCC, & CPCB) and industry associations for development of balanced regulations. The Company's engagement with relevant authorities is guided by the values of commitment, integrity, and transparency.	Yes	As and when required	https://moef.gov.in

Principle 8

Inclusive Growth: 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.

S. No.	Name and details of Project	SIA Notification No.	Date of Notification	Whether conducted by external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Weblink
-	-	-	-	-	-	-

Not Applicable

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. Of Project Affected Families (PAFs)	% age 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.

Creating Shared Value (CSV) is fundamental to how your Company does business. Your Company believes that it will be successful in the long term by creating value for both shareholders and for society. Value creation is only possible with a solid foundation of compliance and a culture of respect, as well as a firm commitment to environmental and social sustainability.

Your Company's societal initiatives are structured in a way to get feedback on the interventions and also understand if communities have any views, issues, complaints and grievances related to these interventions. Your Company's NGO partners/implementing partners for its societal initiatives also have a grievance redressal system in place through which the complaints/feedback from the communities is taken into consideration. During 2022, no grievances were brought to your Company's notice by the NGO partners. Your Company has provided a *Speak Up* platform, an independent third party operated platform where any stakeholder can lodge their grievance. All grievances are recorded, investigated and reported under the *Speak Up* system.

Detailed and structured community engagements are planned periodically to revisit the changing needs of the community and the emerging priorities feed into designing and re-designing of ongoing and new programmes.

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

Your Company follows business practices that follow inclusive approach and enable the small farmers/local communities and vulnerable groups to be part of our sustainability journey. This is clearly visible in your Company's spend progression of last two years from micro/ medium enterprises and neighborhood communities.

	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024)	FY 2022 (Jan to Dec 2022)
Directly sourced from MSMEs/small producers	29%	24%
Directly from within India	91%	95%

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.**

	15 Months FY ended 31 st March 2024 (Jan 2023 to March 2024)	FY 2022 (Jan to Dec 2022)
Rural	1%	1%
Semi-urban	27%	28%
Urban	19%	19%
Metropolitan	53%	52%

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

Leadership Indicators

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

Not Applicable.

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

State	Aspirational District	Amount spent (in INR)
Andhra Pradesh	Vizianagaram, Khammam, Vizag	The total amount spent is part of the Annual Action Plan for the year and the breakup is provided in the Annual Report on CSR activities of the Company provided under Annexure 2 of the Annual Report.
Bihar	Purnea, Katihar, Muzaffarpur, Gaya, Jamui and Khagaria	
Haryana	Nuh	
Himachal Pradesh	Chamba	
Jharkhand	Bokaro, East Singhbhum, Hazaribagh, Ranchi, Sahebganj	
Kerala	Wayanad	
Karnataka	Raichur	
Madhya Pradesh	Vidisha, Khandwa	
Maharashtra	Gadchiroli	
Meghalaya	Ri-Bhoi	
Mizoram	Mamit	
Odisha	Kalahandi, Balangir	
Punjab	Moga, Firozpur	
Rajasthan	Dhaulpur, Karoli	
Tamil Nadu	Ramanathapuram	
Telangana	Khammam	
Uttarakhand	Haridwar, Udham Singh Nagar	
Uttar Pradesh	Chitrakoot and Bahraich	

The Company in line with the provision of the Companies Act, 2013 ("the Act") sub rule (3) of rule 8 of the Companies (Corporate Social Responsibility Policy) Rules, 2014, conducted impact assessment through an independent agency in the financial year 2022 for the applicable projects.

Your Company's flagship initiative 'Nestlé Healthy Kids Programme' that has been developed with a focus to raise nutrition awareness and active lifestyle among adolescents was assessed for Impact Assessment. The impact assessment study was carried by an external agency KPMG. Your Company's societal initiatives Project Hildaari, Project Serve Safe Food, Water and Sanitation were also assessed for impact.

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

While there is no preferential procurement policy, your Company follows business practices that enable the small farmers to be part of its sustainability journey.

Your Company works with farming communities to ensure sustainable production in the long-term and touches the lives of over many farmers and practices a strong preference for local procurement of raw materials. In addition to collecting milk and implementing the Nestlé milk district model successfully to ensure a stable livelihood for local dairy farmers, the Company supports the development of milk farmers by

assisting them to improve milk productivity and quality through technical assistance, providing veterinary services, medicines at no profit basis and promotion of sustainable agricultural practices.

As part of the NESCAFÉ Plan, your Company trains coffee farmers to develop their agricultural practices in terms of quality, productivity and sustainability while supporting them in obtaining 4C (Common Code for the Coffee Community) certification for better coffee prices. The NESCAFÉ Plan sets out to bring about a positive and sustained change in the livelihood of coffee farmers and their families; the sustainable management of landscapes linked to the value chain; and enhanced biodiversity in coffee farms with intercropping.

The NESCAFÉ Plan has three platforms, connecting to farmers, connecting to communities and connecting to the planet, with the objective of ensuring the future of high-quality coffee, to remain available and affordable today and in the future. Your Company regularly reaches out to coffee farmers through trainings, technical assistance, medical camp and soil test activities.

As a part of The MAGGI Spice Plan, your Company sources 8 key spices from suppliers with 'Backward Integration Programs' (BIP) in place [farmer monitoring, focused on practices to ensure Maximum Residue Limit (MRL) compliance-food safety]. Supplier BIP includes field extension support for Integrated Pest Management (IPM) programmes of participating farmers e.g., daily/ weekly visits to farmer fields and data gathering. This provides a good foundation for effective action. Your Company suppliers are key partners in developing responsibly sourced supply chains of spices. Your Company has a dedicated supplier development team that works through the Nestlé – Farmer – Supplier model to create sustainable local sourcing. The team's objectives include less reliance on imports, local sourcing, supporting sustainable quality and creating a wider, more flexible supply base.

b. From which marginalised/vulnerable groups do you procure?

Your Company's *Responsible Sourcing Standard* describes the requirements and ways of working that are applied together with the suppliers to ensure the sustainable long-term supply of materials and services to Nestlé. Your Company is committed to collaborate with farmers to make them more sustainable and help build their adaptive capacity and resilience to emerging risks like climate change and water stress and other extreme weather events. It is also working towards raising awareness and work with farmers on crop quality, safety, protection, integrity and traceability, as applicable.

Your Company is committed to increase responsibly sourced ingredients such as fresh milk, palm oil, cocoa, wheat, spices, rice and green coffee.

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

Your Company engages with small, medium, and micro suppliers under MSME category. About 29% by value is sourced from MSME.

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

Not applicable

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

Not applicable

6. Details of beneficiaries of CSR Projects:

S. No	CSR Project/Programme	Number of Persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	Nestlé Healthy Kids Programme (adolescents and parents)	228,900	100%
2	Project Jagriti (direct and indirect)	3,100,000	100%
3	Water	170,000	100%
4	Sanitation	49,000	100%
5	Serve Safe Food	27,000	100%
6	Project Jigyasa	9,500	100%
7	Project Hilldaari	1,100	100%
8	Project Vriddhi	18,000	100%

Your Company's key societal initiatives focus on beneficiaries belonging to vulnerable and marginalized groups, hence almost entire coverage numbers qualify to be included under 'beneficiaries from vulnerable and marginalized groups'.

Your Company operates around the mantra of creating Shared Value and is mindful of the needs of the communities around it. It not only strives to be sustainable with the community but also works to make a positive difference and create maximum value for the society. Your Company has analyzed the value chain and determined that the areas of greatest potential for joint value optimisation with society are Nutrition, Water, Education, Livelihood, Environment and Rural Development. The beneficiaries of societal initiatives from the communities belong to the under privileged sections of the society.

Principle 9

Customer/Consumer Value: 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.

Your Company has a well-established consumer care and response management system in place to support our consumers with queries, feedback or concerns that they may have. The 24*7 consumer care set up ensures that your Company is not just meeting the consumer needs at the moment, but also delighting them by building authentic relationships that stand the test of time. Your Company understands that consumers may have different needs, and therefore your Company has created specialized desks with specifically trained people who can manage these requirements related to the products & services. Consumers can reach out at anytime via their preferred channels – phone, email, chat, social media, WhatsApp or website for assistance.

Your Company has adopted Nestlé's consumer contact management policy that helps to deliver a consistent consumer experience across our service channels and geography. Your Company focuses on new technologies, integration and standardization for a delightful consumer experience.

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	60%*
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

*As a company, we have a large product base with different SKUs. The above figures are reported basis comprehensive review of the key products for the market.

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

	15 Months FY ended 31 st March 2024 Jan 2023 to March 2024 (Current Financial Year)			FY 2022 Jan to Dec 2022 (Previous Financial Year)		
	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	0	No Data breach incident during the reporting period	0	0	No Data breach incident reported in 2022
Advertising	0	0	No such complaint received during the reporting period	1	0	Observation of the Advertising Standards Council of India was in favour of your Company
Cyber-security	0	0	No such complaint received during the reporting period	0	0	No such complaint received during 2022

	15 Months FY ended 31 st March 2024 Jan 2023 to March 2024 (Current Financial Year)			FY 2022 Jan to Dec 2022 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Delivery of essential services	0	0	No such complaint received during the reporting period	0	0	No such complaint received during 2022
Restrictive Trade Practices	0	0	No such complaint received during the reporting period	0	0	No such complaint received during 2022
Unfair Trade Practices	0	0	No such complaint received during the reporting period	0	0	No such complaint received during 2022
Other*	8,376	0	No such complaint pending at the end of the reporting period	5,338	0	No such complaint pending at the end of 2022

*It includes all consumer queries, product related information & complaints, and services, received through phone, emails, chats, social media or website or Speak Up platform. All complaints are processed as per the internal policies and procedures.

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

Number of Voluntary recalls	Reason for Voluntary recall	Number of Forced recalls	Reason for Forced recall
Nil	Not Applicable	Nil	Not Applicable

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, your Company has a cyber security framework in place. In the ever evolving cyber threat landscape, your Company has framework in place that allows the organization to identify, manage & monitor risk based IT controls to protect information and systems. The 'Cyber Security Risk Framework' provides a common set of cyber risk areas to be used across the Nestlé group. Your Company has implemented Information Security Management System that helps to identify, mitigate, monitor and manage risks and controls in cyber space against cyber-attacks, threats and vulnerabilities.

Your Company respects the privacy of individuals and is committed to protect the personal data of its consumers, employees, clients, service providers and other stakeholders. As part of the global initiatives, your Company participates in the following activities:

- The Nestlé Privacy Program and maturity self-assessment;
- Privacy Impact Assessment as part of the privacy-by-design principle;
- Compulsory Data Privacy iLearn module for employees;
- Vendor Privacy Risk Assessment as part of the due diligence;
- Data Ethics as part of the Nestlé Responsible Sourcing Standard;
- Regular internal and external audits.

Your Company is committed to the ethical use of data based on its *Nestlé Corporate Business Principles*: (i) Environmental and Social Wellbeing, (ii) Transparency, (iii) Diversity, Non-Discrimination and Fairness, (iv) Privacy and Security, (v) Accountability and (vi) Technical Robustness. Your Company's commitment to data ethics is reflected in the Nestlé Data Ethics Framework.

Your Company continues to play its part in helping to protect the personal data of its consumers, employees and business partners as per applicable data protection and privacy laws in India, by way of collective actions and engagement with all relevant stakeholders to improve its standards. Your Company takes an active role in the development of the regulations, policies and programs needed to match global standards on Data Privacy and provides awareness and training sessions to the employees from time to time.

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.

No penalty or action taken by any authority on safety of products/services around issues relating to advertising, cybersecurity and data privacy. Your Company follows global standards and industry best practices to deal with cyber security and data privacy and fully compliant with IT Act, Rules and guidelines thereof; data privacy governance basis existing case laws, guidelines and directions provided from time to time by varied authorities and committed to comply with the Digital Personal Data Protection Act, 2023. Further, cyber incidents reporting as directed by CERT-IN are in place for the organization.

7. Provide the following information relating to data breaches:

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

No data breach has been reported during the 15 Months FY ended 31st March 2024.

Leadership Indicators

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

Your Company has websites, e-retailers and on ground distribution channels (traditional & Modern trade). Active websites are listed in below table:

Products/Initiative	Link
Corporate Website	nestle.in
Brand Website	Nescafe.com/IN
Brand Website	mytoddler.in
Brand Website	nestle-cereals.com/in
Brand Website	nestleprofessional.in
Brand Website	purina.in
Brand Website	maggi.in
Brand Website	enescafe.in
Brand Website	resourcehighprotein.in
Brand Website	milkmaid.in
Brand Website	nestlehealthscience.in
Direct To Consumer Website*	Mynestle.in
Corporate Website (Service)	Asknestle.in

**For sale of products manufactured and sold in select geographies of India.*

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

Your Company has a 24*7 consumer service helpline to help inform and educate our consumer on any query or feedback that they may have. All businesses of your Company comply with the regulations and relevant voluntary codes concerning marketing communications, including advertising and promotion. Your Company's communications are aimed at enabling consumers to make informed decisions. Your Company also makes efforts to educate consumers on responsible usage of its products and services.

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

Your Company has necessary mechanisms in place to inform consumers if any major discontinuation happens which includes information dissemination through website, stock exchange disclosures, publications and social media accounts.

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

Yes, your Company provides additional information to help with consumer education and share nutrient profile and other aspects of the product for the benefit of the consumers. While there are mandatory requirements laid down by law to display product related information, your Company takes steps to provide additional information keeping consumer satisfaction and engagement as primary focus. For example, the Guideline Daily Amount (GDA) labelling system is present on front-of-pack of label which provides guidance on the daily energy intake and key defined nutrients to enable consumer to make informed choice at the time of purchase. Additionally, portion guidance is also included on labels to guide consumer on overall responsible consumption of the product as a part of their balanced lifestyle i.e. along with other foods. Your Company also includes "Do not litter" logo as a part of our social responsibility on the packs, to educate consumers. Furthermore, there are wrappers that carry information stating "Designed to be recyclable" to enable a responsible consumer and promote segregation at source.

Your Company continuously carries out consumer surveys to understand consumer feedback, product satisfaction, product preference, brand strength, usage & behavior around categories of interest across consumer segments while measuring their response and satisfaction regularly through the Company's continuous and periodic tracking studies, covering close to 111,000 consumers between the period Jan 2023 to March 2024 through a random sampling approach among target consumers.

ANNEXURE - 3B TO THE BOARD'S REPORT

Independent Practitioner's reasonable assurance report on Identified Sustainability Information in Nestle India Limited's Business Responsibility and Sustainability Report (BRSR) for the period January 2023 – March 2024

To the Board of Directors of Nestle India Limited
Gurugram, Haryana, India

1. We have been engaged to perform a reasonable assurance engagement for Nestle India Limited ('Nestle' or 'the Company') vide our engagement letter dated 10.04.2024, in respect of the agreed sustainability information listed below (the "Identified Sustainability Information") in accordance with the criteria stated below. This Identified Sustainability Information is as included in the Business Responsibility and Sustainability Report (BRSR) of the Company for the period from January 2023 – March 2024.

Identified Sustainability Information

2. The Identified Sustainability Information for the period from January 2023 to March 2024 is summarised below:

Attribute	Principle	Key Performance Indicator
Energy footprint	Principle 6 – 1	<ul style="list-style-type: none"> • Total energy consumption (in Joules or multiples) and energy intensity • % of energy consumed from renewable sources • Energy intensity
Water footprint	Principle 6 – 3	<ul style="list-style-type: none"> • Total water consumption • Water consumption intensity
	Principle 6 – 4	<ul style="list-style-type: none"> • Water Discharge by destination and levels of Treatment
Greenhouse (GHG) footprint	Principle 6 – 7	Greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity
Embracing circularity - details related to waste management by the entity	Principle 6 – 9	<ul style="list-style-type: none"> • Details related to waste generated by the entity (category wise) • Waste intensity • Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations • For each category of waste generated, total waste disposed by nature of disposal method
Enhancing Employee Wellbeing and Safety	Principle 3 – 1(c)	Spending on measures towards well-being of employees and workers (including permanent and other than permanent)
	Principle 3 – 11	Safety related incidents: <ul style="list-style-type: none"> • Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) • Total recordable work-related injuries • No. of fatalities • High consequence work-related injury or ill-health (excluding fatalities)
Enabling Gender Diversity in Business	Principle 5 – 3(b)	Gross wages paid to females as % of total wages paid by the entity
	Principle 5 – 7	Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

Attribute	Principle	Key Performance Indicator
Enabling Inclusive Development	Principle 8 – 4	Percentage of input material (inputs to total inputs by value) sourced from suppliers
	Principle 8 – 5	Job creation in smaller towns – Wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the locations, as % of total wage cost
Fairness in Engaging with Customers and Suppliers	Principle 1 – 8	Number of days of accounts payables
	Principle 9 – 7	Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events
Open-ness of business	Principle 1 – 9	Details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties

3. Boundary of the report covers Nestle's operations in India which includes the following sites selected for data review and verification:
 - (i) Corporate Office, Gurgaon
 - (ii) Branch Office at Delhi
 - (iii) Branch Office at Mumbai
 - (iv) Branch Office at Chennai
 - (v) Branch Office at Kolkata
 - (vi) Moga, Punjab
 - (vii) Choladi, Tamil Nadu
 - (viii) Nanjandud, Karnataka
 - (ix) Samalkha, Haryana
 - (x) Ponda, Goa
 - (xi) Bicholim, Goa
 - (xii) Pantnagar, Uttarakhand
 - (xiii) Tahliwal, Himachal Pradesh
 - (xiv) Sananad, Gujarat
4. Our reasonable assurance engagement is with respect to the period from 01 January 2023 to 31 March 2024 information only unless otherwise stated and we have not performed any procedures with respect to earlier periods or any other elements included in the BRSR and, therefore, do not express any opinion thereon.

Criteria

5. The criteria used by the Company to prepare the Identified Sustainability Information for the period from 01 January 2023 to 31 March 2024 are the BRSR Core – 'Framework for assurance and ESG disclosures for value chain' and BRSR format, issued under SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('LODR Regulations') read with SEBI circular SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated 12 July 2023 ("SEBI Circular") and the Guidance note for BRSR read with National Guidelines for Responsible Business Conduct Issued by Ministry of Corporate Affairs ("BRSR Framework") (hereinafter referred to as 'Criteria').

Management's Responsibilities

6. The Company's management is responsible for selecting or establishing suitable criteria for preparing the Identified Sustainability Information, taking into account applicable laws and regulations, if any, related to reporting on the Identified Sustainability Information, identification of key aspects, engagement with stakeholders, content, preparation and presentation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes design, implementation and maintenance of internal control relevant to the preparation of the BRSR and the measurement of Identified Sustainability Information, which is free from material misstatement, whether due to fraud or error.

Inherent limitations

7. The absence of a significant body of established practice on which to draw to evaluate and measure non-financial information allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities.

Auditor's Independence and Quality Control

8. We are independent of the Company and have fulfilled our other ethical responsibilities in accordance with the requirements of the International Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants' ('IESBA') and have the required competencies and experience to conduct this assurance engagement.
9. Our firm applies International Standard on Quality Management (ISQM) 1, "Quality Management for Firms that Perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements" and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Auditor's Responsibility

10. Our responsibility is to express a reasonable assurance in the form of an opinion on the Identified Sustainability Information based on the procedures we have performed and evidence we have obtained. We conducted our reasonable assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised), "Assurance Engagements other than Audits or Reviews of Historical Financial Information ('ISAE 3000 (Revised)') issued by the International Auditing and Assurance Standards Board ('IAASB'). This standard requires that we plan and perform our engagement to obtain reasonable assurance about whether the Identified Sustainability Information are prepared, in all material respects, in accordance with the Criteria.
11. A reasonable assurance engagement involves assessing the suitability in the circumstances of the Company's use of the Criteria as the basis for the preparation of the Identified Sustainability Information, assessing the risks of material misstatement of the Identified Sustainability Information whether due to fraud or error, responding to the assessed risks as necessary in the circumstances and evaluating the overall presentation of the Identified Sustainability Information.
12. The procedures we performed were based on our professional judgment and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods and reporting policies, analytical procedures and agreeing or reconciling with underlying records.
13. Given the circumstances of the engagement, in performing the procedures listed above, we:
 - Visited the corporate office at Gurugram and a manufacturing facility at Moga, Punjab for data and document verification;
 - Interviewed senior executives to understand the reporting process, governance, systems and controls in place during the reporting period.
 - Reviewed the records and relevant documentation including information from audited financial statements or statutory reports submitted by the Company to support relevant performance disclosures within our scope.
 - Evaluated the suitability and application of Criteria and that the Criteria have been applied appropriately to the subject matter.
 - Selected key parameters and representative sampling, based on statistical audit sampling tables and agreeing claims to source information to check accuracy and completeness of claims such as source data, meter data, etc.
 - Re-performed calculations to check accuracy of claims,
 - Reviewed data from independent sources, wherever available,
 - Reviewed data, information about sustainability performance indicators and statements in the report.

- Reviewed and verified information/ data as per the BRSR framework;
- Reviewed accuracy, transparency and completeness of the information/ data provided;

Exclusions:

14. Our reasonable assurance engagement scope excludes the following and therefore we do not express an opinion on the same:
 - Any disclosure other than those mentioned in the Scope section above
 - Data and information outside the defined reporting period
 - Data related to Company's financial performance, strategy and other related linkages expressed in the Report.
 - The Company's statements that describe expression of opinion, belief, aspiration, expectation, forward looking statements provided by the Company and assertions related to Intellectual Property Rights and other competitive issues.
 - Mapping of the Report with reporting frameworks other than those mentioned in Reporting Criteria above.

While we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls.

The procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

Opinion

15. Based on the procedures we have performed and the evidence we have obtained, the Identified Sustainability Information included in the BRSR for the period from 01 January 2023 to 31 March 2024 is prepared in all material respects, in accordance with the Criteria.

Restriction on use

16. Our reasonable assurance report has been prepared and addressed to the Board of Directors of the Company at the request of the Company solely, to assist the Company in reporting on the Company's sustainability performance and activities. Accordingly, the Assurance Statement may not be suitable for any other purpose and should not be used, referred to or distributed for any other purpose or to any other party without our prior written consent. Further, we do not accept or assume any duty of care or liability for any other purpose or to any other party to whom the assurance report is shown or into whose hands it may come without our prior consent in writing.

Grant Thornton Bharat LLP

Abhishek Tripathi

Partner

Dated: 25th April, 2024

Place: Grant Thornton Bharat LLP

Plot No. 19A, 2nd Floor, Sector – 16A,

Noida - 201301,

Uttar Pradesh, India