

Godrej preserves the 'green lung' of Mumbai



Annexure "B"

Forming Part of the Directors' Report

BUSINESS RESPONSIBILITY REPORT

PART A: GODREJ INDUSTRIES LIMITED OVERVIEW

Godrej Industries Limited (GIL) is part of the Godrej group, one of the leading business groups in India and is in the businesses of Oleochemicals, surfactants, finance & investments and estate management. Godrej Industries also has substantial interests in several industries including property development, oil palm plantation, animal feeds and agro-products, poultry, personal care and household care, etc., through its subsidiaries and associate companies.



Godrej & Boyce Manufacturing Company Limited and Godrej Family members are the Promoters of the Company. The shareholding of promoter/promoter group constitutes 74.89% of the paid up capital of the Company as at March 31, 2014.

The Company operates from its factories at the following locations.

Locations of Operations :

- Valia, Gujarat
- Ambernath, Maharashtra
(operational in Q4 FY 2013-14)
- Wadala, Maharashtra
- Vikhroli, Mumbai, Maharashtra
(till 28th February, 2014)

The Head office of GIL is located at Pirojshanagar, Eastern Express Highway, Vikhroli, Mumbai 400 079 which is also the registered office of the Company.

The employee strength at GIL was 1,346 as on March 31, 2014.

Financial data for GIL Standalone:

FY 2013-14	₹ Crore
Total Income	1,598.53
Net Profit after taxes	119.69
Total assets*	3,676.28
Paid up Capital*	33.55
Market capitalization (as on March 31, 2014)	10,571.87

* The figures are without consolidation of ESOP Trust

SUSTAINABILITY EFFORTS BY THE GODREJ GROUP

“What we have done for ourselves alone dies with us; what we have done for others and the world remains and is immortal.”

- Albert Pike

Godrej believes in aligning the interest of all stakeholders in the environment in which it operates i.e its shareholders, consumers, members, associates, government and society.

The Godrej Group has been at the forefront of philanthropic and social activities for several decades. 25% of the shares of the Godrej Group's holding company Godrej & Boyce are held in a trust that invests back in initiatives that support the environment, and improves the quality and availability of healthcare and education. The group through its varied efforts has undertaken a lot of initiatives in the following areas;

Protecting the Mangroves

Through investment and supervision by the trust, a large tract of mangrove forests in Mumbai have been protected, developed and maintained for several years and have served as a second set of lungs for the city.

Promoting Education

The Group's efforts in supporting education is seen through its support of the **Udayachal** pre-primary and primary schools, which focus on all round development of children. The Udayachal high school has recently been accredited with the International School Award in recognition of the school incorporating global education into its curriculum and innovation into classroom teaching.

GIL has been supporting **Teach for India (TFI)** since its inception in 2009. TFI is a nationwide movement of outstanding college graduates and young professionals who commit two-years to teach full-time in under resourced schools and who become lifelong leaders working from within various sectors towards the pursuit of equity in education. In 2009 Teach for India began its journey in the classrooms with 78 TFI fellows (or teachers) in 2 cities and across 34 schools covering 3000 children. The movement has in 2014 grown to cover 204 schools in 5 cities with 730 fellows, impacting close to 23,000 children.

Initiatives in Health Care

The Godrej Group has supported initiatives in healthcare, through its **Godrej Memorial Hospital (GMH)**, which aims to provide quality healthcare at affordable costs. One such initiative is GMH's partnership with a US based NGO 'Smile Train' which provides free cleft lip and cleft palate surgeries for underprivileged children. The partnership has brought smiles to nearly 620 children and their families till date.

The Group continues to support the Indian chapter of **“Table for Two”**, which it initiated at the World Economic Forum India Summit in December 2009. The initiative is targeted at addressing hunger and malnutrition in the developing world by combining

our organization's tradition of serving society and individual involvement.

Apart from the Table for Two initiative, more than 500 Godrej employees contributed to the beneficiary of the initiative – ISCKON foundation for their mid day meal programme – during the **Joy of Giving week and Christmas.**



Philanthropy, as noble as it is, is seen to be less effective than CSR that is linked to the context of business. Corporates when confined to philanthropy end up limiting their social contribution to only extending financial support to social projects. As a result, there is a disproportionate focus on outlays rather than on outcomes "AND" The most important environmental issue is one that is rarely mentioned, and that is the lack of a conservation ethic in our culture.

Godrej's desire to serve larger social and national priorities and its aim to go beyond philanthropy is realized by its strategic approach of embedding Godrej Good & Green Initiative as a part of group's 2020 Vision.

Godrej through its 2020 vision of Godrej Good & Green tries to go beyond philanthropy. In conjunction with the Company's vision for "brighter living" for all stakeholders, "Godrej Good & Green" vision believes in creating a more inclusive and greener India. This vision is founded on shared value initiatives and aims to create societal value by;

- 1. Ensuring employability** - Train 1 million rural and urban youth in skilled employment to increase their wage earning potential.
- 2. Creating a greener India** - To become carbon neutral and water positive, achieve zero waste to landfill, reduce specific energy consumption and increase our renewable energy sources.
- 3. Innovating for good & green products** - To have a third of the Company's portfolio revenues comprise good and/or green products and services – defined as products that are environmentally superior or address a critical social issue (e.g.,

health, sanitation, disease prevention) for consumers at the bottom of the income pyramid.

Good & Green, is driven by the desire to help create a more inclusive and greener India. At its root lies the idea that companies can help solve critical social issues while strengthening their competitive advantage.

Godrej Industries Limited was awarded The Porter Prize 2013 for creating shared value.



Brighter Giving

Godrej's Good and Green initiatives are fuelled by Brighter Giving, a structured volunteering platform through which employees can offer their time and skills to help address a non-profit organization's needs. Through Brighter Giving, employees at Godrej donate their time, knowledge and skills to help address a non-profit organization's specific needs, on a project basis. Brighter Giving also serves as a channel through which employees can connect with, and learn more about Good & Green.

Much like the old Chinese proverb, "Give a man a fish and you feed him for a day; teach a man to fish you feed him for a lifetime," the program takes a long-term view, seeking to enable and drive meaningful impact for Brighter Giving non-profit partners and/or their beneficiaries.

Volunteers accomplish this by using their corporate skills and expertise to build relevant, implementable and sustainable solutions for the organizations with whom they work. The program was launched in July 2013 with a starting cohort of 15 Brighter Giving volunteers. Since then we

have also partnered with two organizations who are helping us connect our employees to relevant projects as per their own time and convenience.

Part B: Business Responsibility Initiatives by Godrej Industries Limited

As per the Business Responsibility guidelines established by the Ministry of Corporate Affairs and SEBI, following are updates for Godrej Industries Limited on each of the Principles as stated in the Guidelines.

Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

The Company pursues good Corporate Governance by ensuring regulatory compliance, transparency in disclosures, efficient operational practices, strong internal controls, risk management systems, and by engaging and operating with fairness and integrity with all its stakeholders namely shareholders, customers, employees, suppliers, regulatory authorities and general public.

Organization Structure



At the Apex is the Board of Directors headed by a non-executive Chairman. The Board provides

guidance and support to the management in terms of broad strategy, direction, governance and compliance.

The Company's Board of Directors has five committees of which the first four are statutory

- Audit Committee
- Nomination & Compensation Committee
- Stakeholders Relationship / Shareholders Committee
- CSR Committee
- Management Committee

They monitor and provide direction to the senior leadership team. This ensures greater focus on specific aspects of Corporate Governance and expeditious resolution of issues of governance as and when they arise.

These Committees have clearly defined areas of operation and they operate as empowered by the Board.

CSR Committee

At Godrej we have established a CSR Committee in accordance with Section 135 of the Companies Act 2013 which is spearheaded by Mr. Nadir B Godrej as its Chairman. The Board Level CSR committee will be ultimately responsible for the CSR projects undertaken. The committee will report to our Board of Directors.

The CSR Committee comprises of the following members:

1. Mr. N. B. Godrej
2. Ms. T. A. Dubash
3. Mr. K. N. Petigara
4. Mr. A. B. Choudhury

The CSR Policy made in accordance with the CSR guidelines focuses on addressing critical social, environmental and economic needs of the marginalized/underprivileged sections of the society. Through this policy, we align our CSR strategy with the Godrej group's Good & Green vision and goals. We adopt an approach that integrates the solutions to these problems into the strategies of the Company to benefit the communities at large and create social and environmental impact.

Code of Conduct

The Board of Directors and Senior Management of GIL comply with the Code of Conduct which specifically applies to Directors and the senior management of the Company i.e. one level below the executive directors, and all functional heads. An annual confirmation affirming compliance with the code of conduct is obtained from Board Members and senior management every year and the same has been obtained for the year ended March 2014.

The Company also has a code of conduct which is applicable to all individuals working in the Company. The Company encourages its Business Partners to follow the code

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

Godrej Group's Good & Green vision supports the development of goods which are environmentally sustainable. As part of the vision, the Company aspires to develop products which consume fewer resources (energy, water), emit fewer greenhouse gases and include a hundred percent of recyclable, renewable and/or natural materials.

The Research & Development team at Godrej's agri business has worked towards enhancing the agri- productivity by focusing on improving fresh fruit bunch yields on per seed and per hectare basis. The R&D Team also provides customized suggestions to try to improve farmer's fresh fruit bunch yields by processing soil and leaf samples from farmers' crops.

Principle 3: Promoting the well being of all employees

GIL focuses on ensuring well-being of all its employees. Safety and health of employees is extremely important to the Company and GIL is committed to building and maintaining a safe and healthy workplace. Ensuring diversity, zero discrimination, safety and health and other attributes essential to a healthy and good working environment are part of our Code of Conduct. All employees who join GIL demonstrate their

commitment to follow the code of ethics by signing in their acceptance to adhere to the same. Examples of a few of the principles of this code of conduct are listed below:

Diversity and Anti-discrimination: We recognize merit and perseverance and encourage diversity in our Company. We do not tolerate any form of discrimination on the basis of colour, gender, race, caste, nationality, age, marital status, sexual orientation or disability and always allow for equal opportunities for all team members.

Diversity and equal opportunities: We value diversity within the Godrej Group and are committed to offering equal opportunities in employment. We will not discriminate against any team member or applicant for employment on the basis of nationality, race, colour, religion, caste, gender, gender identity/ expression, sexual orientation, disability, age, or marital status.

Progressive Human Resource policies: GIL prides itself as a great place to work, a fact recognized and acknowledged externally as well. HR policies like flexible working hours, work from home arrangements, part-time work, leave and benefits, adoption leave and benefits, extended maternity leave and benefits, paternity leave and benefits – to name a few – go a long way in ensuring that the employees successfully strike a work-life balance.

On-campus Facilities: We have a canteen facility at all GIL premises, where food and refreshments are provided. All GIL premises are non-smoking zones. Smoking is strictly prohibited in the campus. We also have an onsite medical center, hospital and children's day care facility within the Godrej Vikhroli campus.

Prevention of sexual harassment: The Company is committed to creating and maintaining an atmosphere in which all employees can work together, without fear of sexual harassment, exploitation or intimidation. A gender- neutral policy on prevention of sexual harassment has been in place for years.

The existing policy was further strengthened by adoption of the Policy on Sexual Harassment of

Women at Workplace Act, 2013 (also known as the Vishaka Guidelines). An Internal Complaints Committee has been constituted in accordance with the act and the group's policy has been updated to ensure that women are protected against sexual harassment at work places. Every team member is made aware that the Godrej Group is strongly opposed to sexual harassment and that such behavior is prohibited both by law and the Group policy. The Company takes all necessary action(s) required to prevent and correct behavior which violates this policy.

A Complaints Committee has been formed to redress any complaints of sexual harassment, This committee is headed by Ms. T. A. Dubash, Executive Director & Chief Brand Officer. Other members of the committee include Ms. Nisaba Godrej, Mr. Sumit Mitra (Head HR) and Ms. Neera Nundy, an External Representative from Dasra Foundation.

Engagement Forums: There are multiple touch points for leadership team to interact with employees through forums like open houses, town halls, the long range plan and annual operating plan cascades, focus groups around engagement surveys, HR connect sessions, skip level meetings by senior leadership etc.

The Company provides continuous skill upgradation and learning opportunities through structured career discussions and individual development plans. The organization invests in functional training for all employees in line with their current and future career aspirations.

The learning suite encompasses functional training, leadership development programs and behavioral training geared towards leading self, leading others and leading business. The Company also nominates managers for MDP programs at premier Business Schools like ISB, IIMC, IIMA, IIMI etc.

Whistle Blower Policy: The purpose of the Whistleblower Policy is to allow employees to raise concerns about unacceptable, improper or unethical practices being followed in the organization, without necessarily informing their supervisors. They will be protected against any

adverse action and/ or discrimination as a result of such a reporting, provided it is justified and made in good faith. A Whistleblowing Officer has been designated for the purpose of receiving and recording any complaints under this policy.

Principle 4: Businesses should respect the interests of, and be responsive, towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

Godrej Industries continues its engagement with various stakeholders through various mechanisms such as consultations with local communities, supplier/vendor meets, customer/employee satisfaction surveys, investor forums etc.

We have directed our special efforts towards the less privileged in the society through various ways. Recruitment of candidates from the Scheduled Caste/Scheduled Tribe and Physically Challenged categories has been taken up as one of the major performance measures of the central recruitment process owner. The Company participates in government fairs for recruiting candidates from the categories of Scheduled Caste/Scheduled Tribe and Physically Challenged.

Godrej Industries has also partnered with NGOs to provide employment opportunities and counselling to people that fall in one of those categories. About 14% of the Company's domestic manpower belongs to the Scheduled Caste/Scheduled Tribe and Physically Challenged categories. As part of the employee referral policy, referrals of Scheduled Class/Scheduled Tribe/Physically Challenged candidates are offered higher referral amounts than that offered to the general category candidates. We also have interactions with NGO's like NSAEOH, ADAPT who work for the differently abled people. Furthermore, career advancement and development of individuals from within the affirmative category is also an area of focus.

Godrej Industries also provides apprentice opportunities to students who have completed some form of technical education. In the past fiscal year, it offered job specific training to 36 Scheduled Caste/Scheduled Tribe trainees making them employable. Industrial visits and training of ITI students to the Valia factory also

helped them understand the chemical industry. Our employees – experts in fields like electrical, mechanical and safety deliver lectures at local ITI institutes.

Our Valia factory in Gujarat is located in a village which has population predominantly from the underprivileged section. We have been contributing to the development of the village by donating funds for repair of schools, digging wells and certain other needs of the village. To work towards a greener India, we have donated saplings for promoting tree plantation in the village. For health and wellbeing of the villagers, we have donated an ambulance to Jayaben Modi Hospital and we also organise blood donation, eye checkup and other health camps.

Donations & Sponsorship

During the year 2013-14 the Company made donations to several organizations. The Company's charitable donations span a wide range of good causes. The Company also sponsors a lot of events to promote social causes. Employees at Godrej Industries and its associated companies have also taken various initiatives to provide support to the disadvantaged in the society.

Our "Good & Green" vision inspires each one of us at Godrej to continue to work towards building a brighter, greener and more inclusive India. Employee volunteering at our corporate offices and factories forms a crucial element of our Good & Green strategy.

13 employees of the Company ran the Standard Chartered Mumbai Marathon in January 2014 in support of Teach for India by spreading awareness about the movement and also raising funds. Teach for India is a nationwide movement of outstanding college graduates and young professionals who will commit two-years to teach full-time in under resourced schools and who will become lifelong leaders working from within various sectors towards the pursuit of equity in education. The employees of Godrej Industries voluntarily donated one day's salary for helping people from Uttarakhand who were affected by the floods in June 2013. The organization also made a matching contribution towards this cause.

Principle 5: Businesses should respect and promote human rights

Godrej Industries respects and promotes human rights for all individuals. No violations in this regard have occurred.

Our Code of Conduct covers aspects like Diversity, Anti-Discrimination, equal opportunity, compliance with the law and integrity which all contribute to respecting and promoting human rights. We also have policies like Whistleblower, Prevention of Sexual Harassment that encourage respect and promotion of human rights. Any violation of the Code of Conduct can result in stern disciplinary action including termination of employment and / or other appropriate actions as permissible under the law.

The Company has a policy which is applicable to all employees in the Company. The Company encourages its Business Partners to follow the policy.

We have a program called 'Bedhadak Bolo' whereby every employee can express his ideas and suggestions without any hesitation and fear. We also conduct open houses function wise where employee can share their concerns, ideas and suggestions. Another initiative called "Ask HR" is being practiced where an HR member meets employees on 1 to 1 basis to understand their concerns, ideas and suggestions. The HR ensures that employees receive feedback on the concerns, ideas and suggestions raised in Ask HR and open houses.

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

The most important environmental issue is one that is rarely mentioned, and that is the lack of a conservation ethic in our culture.

Godrej as a group believes in conserving the various resources of the mother earth. As part of its Good & Green vision there is a specific commitment at Godrej to create a "Greener India".

Our business is striving towards reducing specific energy consumption, utilizing a higher proportion

of renewable energy sources, becoming carbon neutral and water positive and eliminating solid waste sent to landfills.

We are continuously striving to achieve the goals and targets set under our good and green initiatives. Our efforts for energy conservation in all our units have resulted in reduction of specific energy and reduction in specific water consumption and Green House Gas (GHG) emissions, over baseline year of FY 2010-11.

Energy Conservation

The specific energy consumption is on a decreasing trend since FY 10-11. Both Valia and Vikhroli Plants have considerably implemented energy conservation projects through the following activities;

- Installation of variable frequency drives
- Optimization of Pumping System
- Natural gas conservation activities in boilers
- Optimization of compressed air network
- Optimization of cooling tower operations

The total specific energy by product has reduced from 3255 KWH/ t to 3038 KWH/t from FY 10-11 to FY 13-14.

Efforts towards reducing Carbon Footprint

The total Carbon di-oxide emissions (scope1 and 2) was 130,461 tons of CO₂ per year. Even though the specific energy consumption has reduced over the years by implementing various energy conservation projects, however specific GHG generation has slightly increased from 0.879 TCO₂/product to 0.912 TCO₂/product in FY 13-14. This is mainly due to increased grid emission factor which is not under the control of GIL.

Water Conservation

GIL Chemicals as a business consumed 822,711 m³ of water for their two sites Vikhroli and Valia. Specific water consumption has reduced by 12% over FY 12-13.

Moreover, the Valia factory in Gujarat implemented Wastewater treatment RO plant with a capacity of 500 m³/day. This plant treats the ETP wastewater into fresh water and reduces dependency on

fresh water consumption. As a result of the above we are conserving approximately 350-400 m³ of freshwater per day.

Use of Renewable Energy

The Valia factory also initiated implementation of briquette based boilers which reduces the dependency on Natural gas substantially and also results in reduction of Greenhouse gas emissions. The Chemicals business uses biodegradable vegetable oils as raw material for the manufacture of fatty acids, glycerin and fatty alcohols.

Renewable Energy used as a percentage of Overall Energy used has increased from 1.92 % in FY 10-11 to 2.16% in FY 13-14

Reducing Waste to Landfill

The waste to landfill reduced drastically from 2055 tons in FY 10-11 to 570 tons in FY 13-14. We are proud to share that the Chemicals business was recognized for its efforts towards reducing landfill and was awarded the '**CII Environmental Best Practices Award 2013 for Innovation**'. This award recognizes the best innovative environmental projects and facilitates information sharing to enhance environmental performance and operational efficiencies.

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

For any policy advocacy, Godrej Industries ensures that it does so with the highest degree of responsible and ethical behaviour and also works with collective platforms such as trade and industry chambers and associations.



As mentioned in Principle 6, Godrej Industries is a signatory to the Confederation of Indian Industry's (CII) Mission of Sustainable Growth and the CII-ASSOCHAM Code of Conduct for Affirmative Action respectively.

Principle 8: Businesses should support inclusive growth and equitable development

Our "Good & Green" vision inspires each one of us at Godrej to continue to work towards building a brighter, greener and more **inclusive India**.

India's youth suffers from some degree of un-employability. 90% of employment opportunities require vocational skills whereas 90% of school / college output is not relevant to these opportunities. On the one hand, there is higher unemployment amongst the educated and on the other, employers are complaining of lack of skilled manpower. The responsibility to address this mismatch is as much of the education system as it of the industry which needs the skilled manpower. With this idea of shared commitment and benefit of shared value, the Godrej group has committed to skill 1 million rural and urban youth by 2020. Employability has to do with knowledge and skills, be they in terms of basic skills (e.g. numeracy, literacy etc.) or subject and occupation specific knowledge at different levels. Around ₹ 40lakhs was spent on various employability programs during the year by the group.

ITI Skill Upgradation Program

The Company has partnered with institutes such as the Industrial Training Institutes (ITI), which focus on skills based education in order to improve overall levels of employability.

In January 2013 the Chemicals division launched ITI Skill Upgradation program, its skill development program for students of Industrial Training Institutes (ITI). The program aims to teach relevant skills to students in Attendant Operator Chemical Plant (AOCP) and Maintenance Mechanic Chemical Plant trades (MMCP).

The program gives an industry perspective to the ITI students and provides them core technical & safety inputs which are lacking in the existing ITI

curriculum Through factory visits for ITI students it aims to improve the overall understanding and application of their knowledge. Apprentices are actively recruited from these institutes and later converted to employees. Till now, 135 students have been successfully trained in Ankleshwar area.

Vocational Skill Building Program

GOI Skill India Mission have recently launched a Technical Training program under GOI Reward Scheme for the benefit of masses. The said courses is as per the National Occupation Standards (NOS) as defined by FICCI in association with Department of Heavy Industries GOI. The program targets skill building in Fitter, welder, Machinist & Plumber trade, and in turn create employability.

The Company has engaged and partnered with an organization called GOLs which is in the business of providing Technical & Vocational Education and Industry related skill based training programs catering to various Industry sectors including Manufacturing, Engineering, Chemical, Plastics and Oil & Gas. The organization is a National level Training Partner associated with National Skill Development Corporation (NSDC) and also various state Governments.

The Company is currently engaged in providing training programs with them, in various Gujarat Industrial Development Corporation (GIDC) estates across the state of Gujarat catering to various Industries across the region. It is one of the training providers operating the recently launched STAR scheme by NSDC, under which monetary reward is offered to trainees on successful completion of the skill training program.

So far 500 trainees have been trained across three trades – Fitter, Welder and Machinist. The Company has supported these trainings by sponsoring part payment of their fees.

At the Godrej Group, we have started with the assumption that employability of an individual can be captured through his / her earning potential and it is this metric that we will be using to measure the impact of our skilling interventions in future.

The Godrej Group recognizes the importance and value of diversity in the workplace. As a result, it continues to endeavour to provide opportunities to socially and economically underprivileged persons, including those belonging to Scheduled Castes, Scheduled Tribes and other physically challenged individuals. Recruitment drives for prospective employees from each of the above mentioned categories were conducted in the last year.

Several Godrej Group factories are also actively involved in improving the quality of life in surrounding communities through initiatives such as educational scholarships for underprivileged students and health and hygiene awareness drives.

Agri- Business and Lend a Hand India

Godrej's Agri business entered into an agreement with 'Lend A Hand India' to impart training in Agriculture and Animal Husbandry to more than 20,000 students in over 100 schools in rural Maharashtra over the next five years. Lend A Hand India is a non-profit organization which has been working with government aided secondary schools in remote villages across three states – Maharashtra, Karnataka and Goa – offering a three year multi-skill job and life skills programme to rural school students. In Maharashtra, the programme has been recognized as an optional subject in the secondary school curriculum.

In this academic year, Godrej's Agri business reached out to more than 5000 students through this initiative. Compared to academic year 2012-13, the enrolment rates in schools with LAHI presence, went up by 10%, 8% and 13% in 8th, 9th and 10th grades respectively. Also 56% of the students have started paying fees towards this program, which goes to show the relevance and importance the students and their parents have started attaching with the program.

The Agri-business launched a farmer training program in October 2013. This program aims to train small and marginal farmers in Animal Husbandry and Agriculture. By introducing best practices in farm and / or dairy / poultry/ fishery management to farmers, we hope to improve the

productivity of farmers thereby leading to more disposable incomes. The training is delivered at the village level to both men and women of rural households. As of March 2014, close to 1000 farmers have been trained. In the pilot phase we have started training farmers through farmer clubs with a focus on improving their dairy yield. Measures were taken to capture the productivity of their cattle stock before and after the training. These trainings have been conducted across 48 farmer clubs in their respective villages in the districts of Mathura in UP and Madhubani in Bihar. More than 75% of the participants have been women.

Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner

We are a customer centric Company and greatly value the trust, satisfaction and loyalty of our customers across the world. Our primary focus is delighting our customers, both external and internal. Customer centricity is part of the Company's 'Code of Conduct'. We strive to ensure that customer needs are satisfied and that our products and services offer value to the customer.

Our customer focus does not only extend to external customers alone, but includes internal customers as well. We firmly believe that external customer satisfaction can be attained only if internal customers' needs and reasonable expectations are met and our employees are strongly encouraged to act in accordance with this principle. strongly encouraged to act in accordance with this principle.