



# Business Responsibility Report

## SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

S. No.	Activity	Details												
1.	Corporate Identity Number (CIN) of the Company	L24231PB1958PLC002257												
2.	Name of the Company	GlaxoSmithKline Consumer Healthcare Limited												
3.	Registered address	Patiala Road, Nabha – 147 201 (Punjab)												
4.	Website	www.gsk-ch.in												
5.	E-mail id	investor.2.co@gsk.com												
6.	Financial Year reported	April 01, 2018 to March 31, 2019												
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	Food Processing Sector <table border="1"> <thead> <tr> <th>Product</th> <th>ITC (HS) Code</th> <th>NIC Code</th> </tr> </thead> <tbody> <tr> <td>Malt Based Foods</td> <td>19019090</td> <td>10794</td> </tr> <tr> <td>Protein Rich Food</td> <td>19019090</td> <td>10797</td> </tr> <tr> <td>Cereal Based Beverage</td> <td>19019090</td> <td>10502</td> </tr> </tbody> </table>	Product	ITC (HS) Code	NIC Code	Malt Based Foods	19019090	10794	Protein Rich Food	19019090	10797	Cereal Based Beverage	19019090	10502
Product	ITC (HS) Code	NIC Code												
Malt Based Foods	19019090	10794												
Protein Rich Food	19019090	10797												
Cereal Based Beverage	19019090	10502												
8.	List three key products/services that the Company manufactures/provides (as in balance sheet)	a. Malt Based Food b. Protein Rich Food c. Cereal Based Beverage												
9.	Total number of locations where business activity is undertaken by the Company: i. Number of International Locations: (Provide details of major 5) ii. Number of National Locations:	-  Gurugram, Chennai, Mumbai, Kolkata, Nabha, Rajahmundry, Sonapat												
10.	Markets served by the Company– Local/State/ National/International	PAN India, Sri Lanka, Bangladesh, Nepal, Middle East (Bahrain, Qatar, Oman, Saudi Arabia & Kuwait), Myanmar, Pakistan, Kenya, Mauritius and Malaysia.												

## SECTION B: FINANCIAL DETAILS OF THE COMPANY

S. No.	Activity	Details
1.	Paid up Capital (INR)	42,05.55 lacs
2.	Total Turnover (INR)	47,82,00.53 lacs
3.	Total profit after taxes (INR)	9,82,80.40 lacs
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	2.16% of Profit after Tax
5.	List of activities in which expenditure in 4 above has been incurred	<p><b>1) Nutrition Programme:</b> a) Facilitating access to nutrition services in schools and anganwadi centers b) Mid-day meal programme c) Skill building on nutrition</p> <p><b>2) Allied against Dengue-</b> This programme is being implemented in 5 districts of UP. The programme is building capacities of doctors, pharmacist and healthcare providers on early testing and treatment of dengue. Further, community members are made aware of dengue symptoms and practices to prevent dengue breakout.</p> <p><b>3) Community Development Projects-</b> The Company is working closely with district administration and the community to improve access to health services, clean drinking water, proper sanitation and hygiene facilities.</p> <p><b>4) Disaster Relief-</b> The Company has provided relief and rehabilitation to families affected by floods in Assam, Bihar and Kerala. Our NGO partners helped in identifying the needy communities and provided them with dry ration, water, clothes, torches and plastic sheets.</p>

## SECTION C: OTHER DETAILS

- Does the Company have any Subsidiary Company/Companies? – **No**
- Do the Subsidiary Company/Companies participate in the Business Responsibility Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s) – **Not Applicable**
- Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with participate in the Business Responsibility initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%] – **No**

## SECTION D: BUSINESS RESPONSIBILITY INFORMATION

### 1. Details of Director/Directors responsible for Business Responsibility

- a) Details of the Director responsible for implementation of the Business Responsibility policy/policies
- DIN Number : 07602670
  - Name : Mr. Anup Dhingra
  - Designation : Director- Operations
- b) Details of the Business Responsibility head:
- DIN Number (if applicable) : Not Applicable
  - Name : Ms. Shanu Saksena
  - Designation : Company Secretary & Area Ethics and Compliance Officer, ISC
  - Telephone number : +91 124 4336500
  - e-mail id : investor.2.co@gsk.com

### 2. Principle-wise (as per National Voluntary Guidelines) Business Responsibility Policy/policies

#### (a) Details of Compliance (Reply in Y/N)

S. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1.	Do you have a policy/policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national/international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4.	Has the policy being approved by the Board? If yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the Company have a specified Committee of the Board/Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed <a href="https://india-consumer.gsk.com/en-in/investor-relations/gsk-policies/brr-related-policies/">https://india-consumer.gsk.com/en-in/investor-relations/gsk-policies/brr-related-policies/</a>	Y	Y	Y	Y	Y	Y	Y	Y	Y
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8.	Does the Company have in-house structure to implement the policy/policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10.	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

(b) If answer to the question at Serial No. 1 against any principle, is 'No', please explain why: NOT APPLICABLE

### 3. Governance related to Business Responsibility:

- (a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the Business Responsibility performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.

The Company has set up a cross functional team consisting members from Commercial, Legal, Human Resources, Finance, Environment Health & Safety, Quality, Regulatory, Communications and External Affairs to monitor and ensure compliance with the mandated Business Responsibility Reporting.

This internal cross functional team monitors this on periodic basis. The report was prepared for half year & for quarter three ended December 31, 2018 by the team and was reviewed by Director Operations on February 1, 2019. Thereafter, the report was prepared for financial year and reviewed by Director Operations on May 10, 2019.

This report is presented to the Board for their review and approval every year.

- (b) Does the Company publish a Business Responsibility or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

Yes, the Company publishes the Business Responsibility Report annually and the same can be viewed at the Company's website i.e. <https://india-consumer.gsk.com/en-in/investor-relations/investor-information/business-responsibility-report/>

**SECTION E: PRINCIPLE-WISE PERFORMANCE**

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

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

Yes, the Anti Bribery and Corruption Policy covers the Company and all its third party vendors.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

Fifteen (15) stakeholders' complaints were received during the financial year ended March 31, 2019 related to ethics, transparency and accountability and all the them have been resolved satisfactorily by the management.

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

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

- a. Horlicks and its variants
- b. Boost and its variants

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

i. Water & Energy Consumption in 2018-19 (April 2018- March 2019)

S. No	Parameter	Unit	Total
1.	Water Consumption (with recharge)	KL	5,54,212
2.	Carbon Emissions	Absolute CO <sub>2</sub> (Kg)	55,257

ii. Raw Material Consumption in 2018-19 (April 2018 - March 2019)

S. No	Description of Raw Material	Unit	Total
1.	Milk Powder	MT	11,016
2.	Liquid Milk	MT	38,821
3.	Malt and Malt Extract	MT	91,040
4.	Flour (Wheat)	MT	36,003

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

In our endeavor towards supporting a clean & sustainable environment, various energy reduction initiatives have been progressed. These include increased usage of Agri-waste based bio-mass fuel (briquettes/pellets) for steam generation, construction of a biomass based combined heat and power plant, 800KW Solar PV plant, boiler condensate recovery & usage of biodiesel instead of High Speed Diesel at one of the site which all reduced CO<sub>2</sub> emission substantially.

Water conservation initiatives included recycling of waste water. The Company has implemented projects for automated Clean-in-Place system (CIP), Effluent Treatment Plant (ETP) treated water recycling and enhancement of ground water recharge through development of a pond in community at one of the sites.

Key projects implemented during this financial year:

- 1.4 MW Combined heat and power plant (CHP) successfully commissioned at Rajahmundry. The benefits include in house captive power generation of 1 MW with the usage of Bio Mass along with high pressure steam generation which will result in cost saving and CO<sub>2</sub> emission reduction of 6 KT/annum.
- 800 KW Solar PV plant (Roof top + Ground mounted) installed at Sonapat site to generate renewable energy. This will deliver electricity saving of approx.10 Lakh KWH/Annum and 0.8KT Tons/annum CO<sub>2</sub> reduction.
- Installation of customized software at Sonapat & Nabha in coal fired (FBC) boilers to optimize & control operational parameters for enhancing boiler efficiency. This will deliver Co<sub>2</sub> reduction of approx.0.42KT.
- Water resource development & management (waste water management & aquifer recharge) was implemented in Iochewal village near Nabha site with support from local community. This initiative will result into total potential benefit of approx. 92332 KL/Annum.
- Tertiary RO treatment plant is successfully commissioned. ETP water is recycled through tertiary RO and it is reused in boiler and cooling towers. This has given reduction in use of fresh water approx. 60000 KL/annum.
- Installation of centralized CIP with automation along with Pigging system to recover the product before cleaning, this is leading to Water & Energy conservation & less effluent load on the ETP. This has given reduction in use of fresh water approx. 6360 KL/annum.



iv. Reduction during usage by consumers (energy, water) has been achieved since the previous year?  
Not applicable.

3. Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

The Company has been increasing sourcing and usage of bio fuel (waste bio mass) with replacement of coal over the years thus enhancing sustainability of our sourcing of fuels. 79.2% biomass sourced and blended by end of financial year out of total fuel consumed for steam generation.

4. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Yes, the Company sources significant share of our milk requirements in Punjab from farmers in nearby villages. Further, to improve their capability and productivity of dairy operations the Company provide active support in the areas of animal health care, breed improvement and guidance on good animal husbandry practices & clean milk production.

5. Does the Company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

All three sites have well defined system to recycle waste and recycling of products waste is more than 10%, details of the waste utilisation is as follows:

**Process:**

Husk (Barley) : Sold as cattle feed.

Product waste : Bio composting used as manure

Ash from electrostatic precipitator: Reused in manufacture of ash-based bricks, mud-based bricks and for road construction.

**Principle 3: Businesses should promote the wellbeing of all employees**

S. No.	Particulars	Details
1.	Please indicate the Total number of employees	3844
2.	Please indicate the Total number of employees hired on temporary/contractual/casual basis	1475
3.	Please indicate the Number of permanent women employees.	153
4.	Please indicate the Number of permanent employees with disabilities	4
5.	Do you have an employee association that is recognised by management	Yes. Rajahmundry : 1 Nabha : 1
6.	What percentage of your permanent employees is members of this recognised employee association?	Nabha : 91%, Rajahmundry : 85%

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

S. No.	Category	No. of complaints filed	No. of complaints closed	No. of complaints pending
1.	Child labour/forced labour/involuntary labour	0	0	0
2.	Sexual harassment	3	2	1
3.	Discriminatory Employment	0	0	0

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

- Permanent Employees : 68%
- Permanent Women Employees : 63%
- Casual/Temporary/Contractual Employees : 100%
- Employees with Disabilities : 68%

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

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

Yes, the Company has mapped its internal and external stakeholders. All the programmes recognizes its employees, business associates, customers, shareholders/investors and communities surrounding its operations and regulatory authorities as key stakeholders.

2. Out of the above, has the Company identified the disadvantaged, vulnerable & marginalised stakeholders?

The Corporate Social Responsibility programme of the Company has identified women, children, migrants and other backward communities around its operational areas as disadvantaged, vulnerable and marginalized. Through its various community development initiatives on nutrition and health, the company continuously engages with these stakeholders and works towards improving their quality of life. In addition to its operational areas, the company also engages with the marginalized population of some of the districts which have been identified by Niti Aayog as aspirational districts for nutrition and health. The company's community development initiatives are spread across 8 districts in Assam, Bihar, UP, MP, Karnataka, AP, Punjab and Haryana.

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

The Company's Social Responsibility initiatives are implemented under the umbrella of "Mission Health". Within "Mission Health" the Company works towards facilitating access to quality healthcare services and clean water; provision of mid-day meals in schools; creating awareness on the importance of nutrition among adolescents, new mothers & children; building capacities of various service providers on food safety and prevention of dengue.

**Principle 5: Businesses should respect and promote human rights**

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

The policy of the Company on human rights covers the Company and all its third party vendors.

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

No stakeholder complaints have been received in the past financial year.

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

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

Yes, it covers the Company and extends to contract manufacturing sites.

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

Yes, all the three primary manufacturing sites have Site Energy Policy which addresses global environmental issues such as climate change, global warming, etc. and site energy initiatives are being considered in line with that.

CO<sub>2</sub> emissions are monitored by all the sites and the Company has taken long term targets for reduction of the same. Key initiatives taken during the year are captive power generation, solar power generation, other initiatives of energy reduction through process improvements & increase use of Agri waste bio-mass in the existing steam generation system to reduce the carbon emissions thus contributing towards reducing the impact of global warming.

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

Yes, proactive approach is followed in identification of the potential environmental risk, 5x5 matrix is used for the identification of the potential environmental risks. Proper Standard Operating Procedures (SOPs)/controls are in place for the key environmental risks.

**4. Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?**

No, the Company does not have any project related to Clean Development Mechanism.

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

Key initiatives taken at sites are highlighted below:

**1. Steam-**

- All the sites have increased usage of Agri-waste bio-mass (briquettes/pellets) for steam generation. This has offset 65,391 tons of CO<sub>2</sub> emissions by end of financial year, thus significantly reducing carbon foot print in generating steam and reinforces our resolve towards a clean and sustainable environment.
- At one of the sites, biodiesel is used instead of High-Speed Diesel.
- At one of the sites, steam system improvement to reduce steam consumption.

**2. Electricity-**

- At one of the sites, construction of a biomass based combined heat and power plant is commissioned, which will reduce CO<sub>2</sub> emission substantially.
- At one of the sites, installation of 800KW solar PV plant.
- At one of the sites, replacement of water-ring vacuum pump with dry vacuum pump (oil lubricated), to minimize the ground water usage.
- Use of LED lights & Electronically commuted fans.
- Installations of Electronically commuted (EC) direct drive fans in ventilation systems and Air Handling Units reviewed for balance requirement & installed which will reduce the energy consumption at two sites.
- Installations of balance requirement of LED lights identified & implemented at two sites.
- At one of the sites, effluent treatment plant (ETP) upgradation done by replacing surface aeration with diffused aeration to save energy
- At one of the sites, temperature-controlled flow rate regulation implemented to reduce energy consumption.
- Segregation of low pressure (LP) & high pressure (HP) compressed air lines to reduce energy consumption.

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

Yes. Stack Emissions, Water Analysis, Ambient Air Quality Reports are well within the limits as defined by Central Pollution Control Board / State Pollution Control Board.

**7. Number of show cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as in end of the financial year.**

There is no show cause notice pending by the end of financial year.

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

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

Yes. The Company is the member of the following trade and chamber associations:

- a. Federation of Indian Chambers of Commerce and Industry (FICCI), Delhi
- b. Confederation of Indian Industries (CII), Delhi
- c. Association of Food Scientists and Technologists (AFSTI), Delhi and Mumbai Chapter
- d. Protein Foods and Nutrition Development Association of India (PFNDAI), Mumbai
- e. The Associated Chambers Of Commerce and Industry of India (ASSOCHAM)
- f. Ayurvedic Drug Manufacturer's Association (ADMA), Mumbai
- g. Indian Pharmaceutical Association (IPA)
- h. All India Food Processors Association (AIFPA)
- i. Indian Drug Manufacturers Associations (IDMA)

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

Yes, the areas of advocacy are issues related to consumer healthcare industry, regulatory policies; nutrition and health (Nutrition Profiling and NCDs); Self-care (OTC regulation); Ayurvedic Products reforms and sustainable business principles.

**Principle 8: Businesses should support inclusive growth and equitable development**

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

Yes, the Company supports inclusive growth and equitable development through our Corporate Social Responsibility programme - Mission Health. For implementation of Mission Health, the Company has partnered with organizations such as - The Akshaya Patra Foundation, Bal Raksha Bharat, SHARP, Sakshi NGO, CII Foundation, Lords Education and Health Society and WHO.

Following programmes have been implemented:

**i. Nutrition programme:**

- a) **School & community nutrition programme:** This year, the Company worked towards building skills & knowledge of school teachers, front line workers, students and parents on importance of nutrition and WASH (water, sanitation and hygiene). The Company is also strengthening its nutrition interventions by aligning with Government initiatives like National Nutrition Mission, National Anemia Control programme, and the National De-worming programme. The programmes are implemented in 5 states - Bihar, UP, MP, Karnataka and Assam and reaching out to over 1,50,000 people.
- b) **Mid-day meal programme:** The Company has supported 50,000 children in Government schools in Hubli and Karnataka. Fortified meals have been provided to children through the mid-day meal programme. In addition to this, the Company has also provided milk to these 50,000 children for 5 days/week.
- c) **Skill building on nutrition:** Through the Company's partnership with CII Foundation, it is working towards improving food safety practice through provision of food safety trainings to mid-day meal providers in schools, food handlers in Anganwadi centres and caterers in railway. The training effectiveness is assessed through pre and post training food handling practices review.

**ii. Allied against Dengue-** This programme is being implemented in 5 districts of UP. This programme aims at building capacities of doctors, pharmacist and health care providers on early testing and treatment of dengue. Community outreach and education coupled with working closely with the district administration is a key activity of the project to ensure that the community adopts the program benefits.

**iii. Community Development Projects-** In Nabha, Rajahmundry and Sonapat, the company's operational areas, integrated development of the region is a priority for GSK. The projects of the Company have helped in improving the water, hygiene and health services of community. The Company is working closely with district administration to facilitate delivery and access to government services around healthcare, clean drinking water, proper sanitation and hygiene. The Company is also working towards creating awareness amongst the community members on nutrition, sanitation and hygiene practices.

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

All the programmes/projects under the Corporate Social Responsibility Policy of the Company are undertaken through external NGOs and other organisations namely The Akshaya Patra Foundation, Bal Raksha Bharat, JSI Foundation, SHARP, Sakshi NGO, CII Foundation and WHO.

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

Yes. It is an ongoing process. To measure impact, each project has defined indicators. However, a project typically takes between 3 to 5 years to demonstrate impact. Hence, each project undertaken by the company is generally for a longer duration, ideally for 3 years. In the implementation phase, concurrent monitoring data is captured against the indicators.

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

The Company has contributed approximately Rs. 21 Crores and 22 Lacs towards various Corporate Social Responsibility projects.



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

Projects are carefully selected based on the needs of communities. Working towards sustainable adoption of our projects are integral to the project design. Our NGO partners and stakeholders focus on empowerment of the communities to ensure community ownership and sustainability. Interventions are designed in a manner that community members are continuously engaged with and leaders within the community are identified & their capacities are built. Further, the implementing NGOs work in close collaboration with relevant local government departments.

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

**1. What percentage of customer complaints/consumer cases are pending as on the end of financial year period ended March 31, 2019?**

There were total 1865 complaints in Consumer Relationship System (CRS) reported in the financial year, out of which 33 complaints (1.8% of total complaints) are due for closure, rest all the complaints are closed in CRS.

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

Yes. Consumer is provided with instructions on serve sizes and the basic knowledge about the science working behind the various formulations and ingredients added in our product including general known functions of the nutrients. Storage instructions and cautionary notes, if any, are also provided, if it is important to ensure the safety of consumer at the time of consumption.

**3. Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year? If so, provide details thereof, in about 50 words, or so.**

There has been 1 complaint received by the Company from Advertising Standard Council of India (ASCI) and the same was defended successfully. There is 1 consumer case filed alleging deficiency in services which is pending adjudication.

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

From Consumer Relations standpoint, we undertake several surveys throughout the year with our consumers. These include Consumer Satisfaction (CSAT) surveys pitched on calls and once the required information has been provided to the consumers by the Consumer Relations Hub advisor for surveys offered then the product quality complaint is resolved.

Place : Gurugram  
Dated : May 10, 2019

Anup Dhingra  
(DIN: 07602670)  
Director- Operations